My Book® Live™ Duo

Personal Cloud Storage

User Manual

WD® Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or e-mail support service at *http://support.wdc.com*. If the answer is not available or if you prefer, please contact WD at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at *http://register.wdc.com*.

Accessing Online Support

Visit our product support website at *support.wdc.com* and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or answer ID.
- **Installation**—Get online installation help for your WD product or software.
- **WD Community**—Share your thoughts and connect with other WD users.
- **Online Learning Center** — Start here to get the most out of your personal cloud storage device (*http://www.wd.com/setup*).

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		**Asia Pacific**	
English	800.ASK.4WDC	Australia	1 800 42 9861
	(800.275.4932)	China	800 820 6682 / +65 62430496
Spanish	800.832.4778	Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL) / 1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
Europe (toll free)*	00800 ASK4 WDEU	Indonesia	+803 852 9439
	(00800 27549338)	Japan	0120-994-120 / 00531-65-0442
		Korea	02 703 6550
Europe	+31 880062100	Malaysia	+800 6008 6008 / 1 800 88 1908/+65 62430496
Middle East	+31 880062100	Philippines	1 800 1441 0159
Africa	+31 880062100	Singapore	+800 6008 6008 / +800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

* Toll free number is available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

Registering Your WD Product

Register your WD product to get the latest updates and special offers. You can easily register your drive online at *http://register.wdc.com* or by using My Book Live Duo software (see “System Settings” on page 59).

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1

Important User Information

Important Safety Instructions
Recording Your WD Product Information

Important Safety Instructions

This device is designed and manufactured to assure personal safety. Improper use can result in electric shock or fire hazard. The safeguards incorporated into this unit will protect you if you observe the following procedures for installation, use, and servicing.

- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near any liquids.
- Do not place this product on an unstable surface. The product may fall, causing serious damage to the product.
- Do not drop the product.
- Do not block the slots and openings on the top and bottom of the chassis; to ensure proper ventilation and reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. Making sure the drive is standing upright also helps prevent overheating.
- Operate this product only from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not locate this product where persons will walk on the cord.
- If an extension cord is used with this product, make sure that the total ampere rating of the equipment plugged into the extension cord does not exceed the extension cord ampere rating. Also, make sure that the total rating of all products plugged into the wall outlet does not exceed the fuse rating.
- Never push objects of any kind into this product through the chassis slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power cord or plug is damaged or frayed.
  - If liquid has been spilled on the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions since improper adjustment may result in damage and require extensive work by a qualified technician to the product to normal condition.

- If the product has been dropped or the chassis has been damaged.
- If the product exhibits a distinct change in performance, contact WD Customer Support at *http://support.wdc.com*.

Recording Your WD Product Information

Remember to write down the following WD product information, which is used for setup and technical support. Your WD product information is found on the label on the bottom of the device.

- Serial Number
- Model Number
- Purchase Date
- System and Software Notes

2

Product Overview

About the System
Features
About the Online Learning Center
Package Contents
System Requirements
Preinstallation Instructions
Handling Precautions
Specifications
Product View

About the System

My Book Live Duo Personal Cloud Storage device is a high-performance dual-drive system providing secure wireless access to your media and files from any computer, tablet, or smartphone when connected to a wireless router. Share files with Mac® computers and PCs, stream media to your entertainment center, and access files remotely via the Internet or with apps for your mobile devices.

Connect this powerful system to your wireless router for shared storage on your home network, accessing your files from within and outside the home. Share files with your Mac® and PCs, stream media to your television through your DLNA-enabled devices, and access your files remotely with the WD 2go apps and web site.

This user manual provides step-by-step installation instructions and other important information about your WD product. Translated versions and updates to this user manual can be downloaded from *http://products.wdc.com/updates*. For more information and news about this product, visit our website at *http://www.wdc.com/*.

Features

Maximum storage capacity with drive spanning—Out-of-the-box, this two-drive system combines both drives into one volume that acts like one big drive for maximum capacity.

Double-safe backup with RAID 1 technology—Set this system to data protection mode (also known as mirrored mode or RAID 1) and the capacity is divided in half. Half of the capacity is used to store your data and half is used for a second copy. If one drive fails, your data is protected because it is duplicated on the other drive.

Complete out-of-the-box solution—My Book Live Duo comes complete with two WD large capacity hard drives offering high-capacity, low power consumption, and cool, quiet operation. The drives are factory tested within the enclosure for optimized performance and WD quality you can count on.

Shared storage for all your computers—The perfect dual-drive solution for centralizing and sharing data on your wired or wireless network. Connect the My Book Live Duo device to your wireless router to share and access files with any PC or Mac® computer on your network.

Speed without compromise—Built with an 800 MHz RISC processor for maximum performance to power all your applications from streaming to remote access. Designed around the most recent advances in Ethernet chip technology, My Book Live Duo device delivers best-in-class read speeds faster than traditional USB drives*.

Your media and files on your own personal cloud—Create your own personal cloud, without the monthly fees and mysterious location of your data. Store your media and files in the system and access them securely over the Internet with any PC or Mac® computer. Or, use WD's mobile apps for easy access with your tablet or smartphone.

Now streaming to your HDTV—Watch your daughter's birthday party video or show off your vacation slideshow on your TV. The built-in media server streams music, photos, and movies to any DLNA®-certified multimedia device such as a WD TV™ Live™ network media player, Blu-ray Disc® player, Xbox 360™, PlayStation®3 and connected TV. It is DLNA 1.5 & UPnP certified.

Automatic, wireless backup for all your computers—Protect your precious memories and back up all the PC and Mac® computers on your network to one reliable location. On Windows computers you can use the included WD SmartWare software and every time you save something, it is instantly backed up. On Mac computers you can use all the features of Apple Time Machine backup software to protect your data.

Serve up your music with iTunes®—The drive includes iTunes server support so you can centralize your music and stream it to any PC or Mac® computer using iTunes.

Easy to set up, easy to find on your network—Set up is a snap. In just a few minutes, you are up and running. Mac, Windows® 8, Windows® 7, and Windows Vista® computers will automatically find your My Book Live Duo system in seconds.

Add an extra layer of protection for your files—You can automatically make a second copy, or safepoint, of your My Book Live Duo on another My Book Live Duo or NAS drive on your home network. Now you have extra-safe protection for all your media and ultimate peace of mind.

USB expansion port—Turn any USB drive into an instant shared drive for extra capacity on your My Book Live Duo Personal Cloud Storage. Just connect the drive to the USB 2.0 port and it will automatically be shared on your network.

*Faster speeds can be reached when connected within a wired Gigabit Ethernet network.

WD 2go™: The Pathway to Your Personal Cloud

- **What is a personal cloud?**

  A personal cloud is your content, secure at home and under your control. Unlike public clouds, a personal cloud keeps all your content in one safe place on your home network. Share files, stream media, and access your content anywhere. There is no monthly fee and no mysterious location of your data. Keep your videos, music, photos, and files safe at home and always with you.

- **Get to your content from anywhere with WD 2go web access**

  If you can access the Internet from a computer, you can securely access your media and files anywhere in the world at *https://www.wd2go.com/*. WD 2go web access provides fee-free remote access to your My Book Live Duo personal cloud storage. Once you log in, WD 2go mounts the My Book Live Duo device to your computer like a local drive and your remote folders are available on any Windows or Mac computer. Seamlessly open, save, and attach files to emails from this virtual drive.

- **Mobilize your media with WD 2go mobile apps**

  The WD 2go and WD Photos™ mobile apps bring your photos and files to your fingertips on your Apple® iPhone®, iPod touch®, iPad™, Android™ tablet, or Android smartphone.

About the Online Learning Center

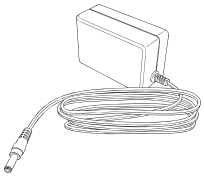
WD's Online Learning Center provides the latest information, instructions and software to help users get the most out of their personal cloud storage. This web-based guide offers step-by-step help with setting up remote access, backing up data, monitoring drive status and more. It's an interactive resource to walk users through installing and using their My Book Live Duo. The Online Learning Center allows you to:

- Learn about your new personal cloud storage product.
- Download the latest software for your product.
- Find in-depth, interactive information on how to explore each of your product's features.
- Update your product whenever new features become available.
- Access an always-available resource online, without a manual or CD.

Package Contents

- My Book Live Duo personal cloud storage
- Ethernet cable
- AC power adapter
- Quick Install Guide

My Book Live Duo
Home network drive



AC adapter*

Ethernet cable

Quick Install Guide

Global AC Adapter Configurations

For information on additional accessories for this product, visit:

US	*www.shopwd.com* or *www.wdstore.com*
Canada	*www.shopwd.ca* or *www.wdstore.ca*
Europe	*www.shopwd.eu* or *www.wdstore.eu*
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit *http://support.wdc.com* and see Knowledge Base Answer ID 1048.

System Requirements

Operating System

Windows®

- Windows 8
- Windows 7
- Windows Vista®
- Windows XP (32 bit) SP3 or later

Note: For Windows OS, you will need to install Java runtime client

Mac OS X®

- Mountain Lion® *
- Lion® *
- Snow Leopard®
- Leopard® **

* For Lion and Mountain Lion, you will need to install the Java runtime client. For additional information, visit *http://support.apple.com/kb/dl1421*

** Leopard (Mac OS 10.5) is only supported when running on an Intel processor.

Note: Compatibility may vary depending on your computer's hardware configuration and operating system.

For highest performance and reliability, install the latest updates and service pack (SP):

- For Windows, go to the **Start** or menu and select **Windows Update**.
- For a Mac, go to the **Apple** menu and select **Software Update**.

Web Browsers

- Internet Explorer 8.0 and later on supported Windows computers
- Safari 5.0 and later on supported Mac computers
- Firefox 12 and later on supported Windows and Mac computers
- Google Chrome 14 and later on supported Windows and Mac computers.

Local Network

Router/switch (Gigabit recommended to maximize performance.)

Internet

Broadband Internet connection is required for initial setup and software downloads.

Preinstallation Instructions

Before installing the drive, select a suitable place for the system for maximum efficiency. Place the system in a place that is:

- Near a grounded power outlet
- Clean and dust free
- On a stable surface free from vibration
- Well ventilated, with nothing blocking or covering the slots and openings on the top and bottom of the drive, and away from sources of heat
- Secluded from electromagnetic fields from electrical devices such as air conditioners, radio and television receivers.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damage the drives. Observe the following precautions when unpacking and installing your external storage product:

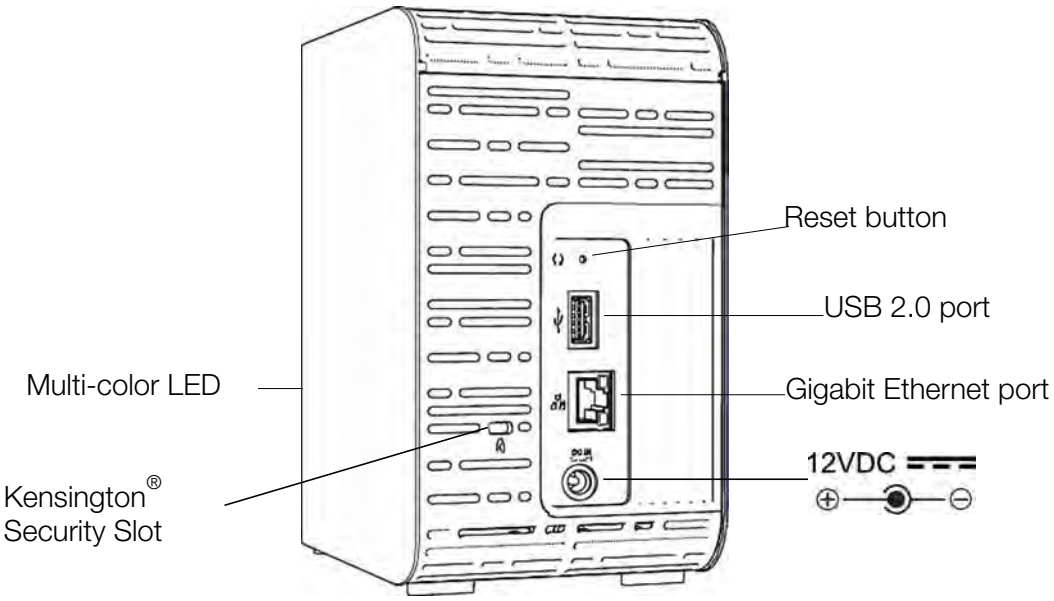
- Do not drop or jolt the device.
- Do not move the device while it is powered on.
- Do not use this product as a portable device.

Specifications

Ethernet	High performance (100/1000) Gigabit Ethernet connection
Internal hard drive	2 WD 3.5-inch SATA hard drives
Supported protocols	CIFS/SMB, NFS, FTP, AFP
I/O ports	Gigabit Ethernet (RJ-45) port USB 2.0 (Host)
Supported clients	Windows 8 Windows 7 Windows Vista Windows XP* Mac OS X Mountain Lion Mac OS X Lion Mac OS X Snow Leopard Mac OS X Leopard*
Physical dimensions	Depth: 6.06 in (154 mm) Width: 3.86 in (98 mm) Height: 6.68 in (169.7.0 mm) Weight: 4.88 lbs (2.2 kg)
Power supply	Input voltage: 100V to 240V AC Input frequency: 50 to 60 Hz Output voltage: 12V DC, 3.0A Power supply: 36W
Temperature	Operating temperature: 5 to 35 °C (41 to 95 °F) Non-operating temperature: -20 to 65°C (-4 to 149 °F)

* Limited support

Product View



Component	Icon	Description
Gigabit Ethernet port		Connects the device to a local network.
USB 2.0 port		Connects to a USB hard drive for additional storage.
Reset button		Restores settings such as the admin user name and password for the device. See “Resetting the My Book Live Duo Device” on page 128 for more information.
Power port		Connects the device to an AC adapter and the power outlet.
Kensington security slot		For drive security, the device is equipped with a security slot that supports a standard Kensington security cable. Visit *http://www.kensington.com/* for more information.

3 Connecting the Drive and Getting Started

Connecting the Drive to your Network
Getting Started Without the Online Setup Software (Windows & Mac OS)
What Can I Do Now?

It is easy to set up the My Book Live Duo device -- all you have to do is unpack your device and download and run the quick setup software, available at ***http://www.wd.com/setup***. Then, following the instructions for connecting your device on the screen. LEDs on the front and the back of the drive let you know whether the connections are functioning properly.

Note: For information about safely shutting down and disconnecting the drive, see "Safely Shutting Down" on page 49 or "Reboot/Shutdown" on page 68.

Getting Started Using the Online Setup Software

The online setup software walks you through the steps necessary to easily connect your device to your home or small office network. Use the following steps to download and run the online setup software, discover the drive and get started using your device. The online setup software is available from WD's Online Learning Center at *http://www.wd.com/setup.*

Downloading and Installing the Online Setup Software

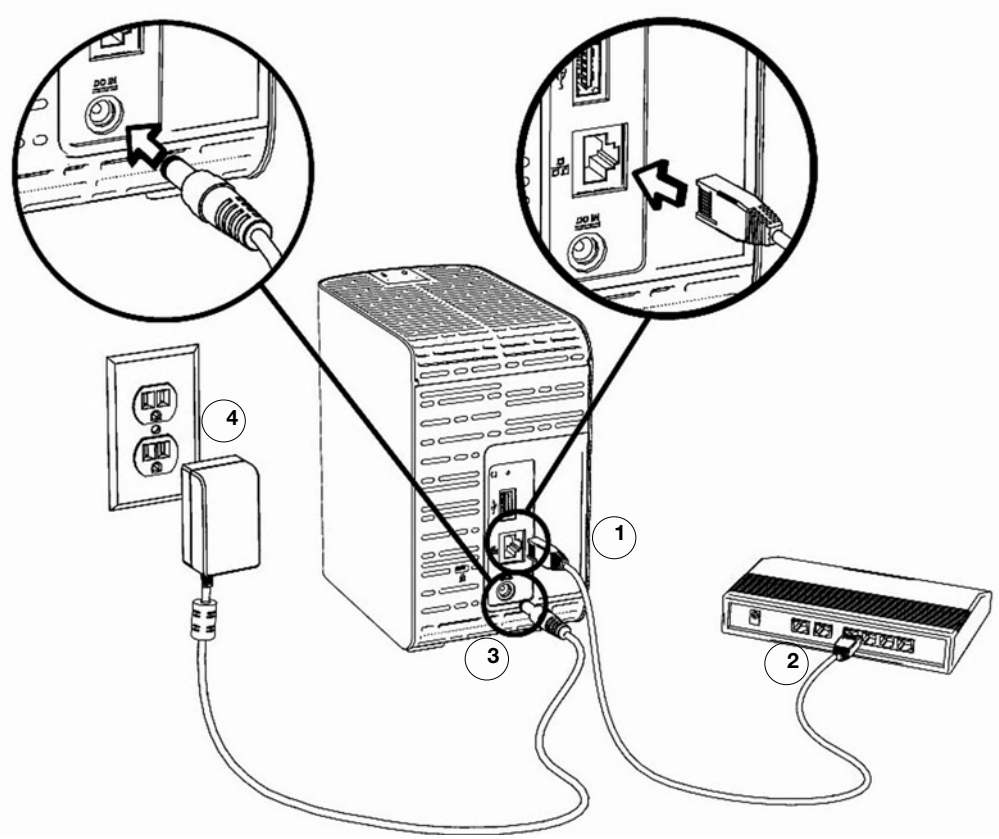
Before plugging in your My Book Live Duo device, use the following steps to download the software necessary to setup your device.

1. Open a web browser. For browser requirements, see "Web Browsers" on page 7.
2. In the address field, type *http://www.wd.com/setup*.
3. On the Welcome to the Learning Center screen, select **My Book Live Duo**.
4. Select **Go to Downloads**.

   Note: The Learning Center automatically detects your operating system (OS). If you'd like to download setup software for a different operating system, select your OS from the pull-down menu at the top of the page before selecting the Download Setup Software button.

5. Access your downloaded files, then double-click **Setup.exe** (Windows) or **My Book Live Duo Setup.dmg** (Mac).

Physically Connecting the Drive



Follow the steps below to connect the My Book Live Duo device to a home or small office network.

Important: To avoid overheating, make sure the drive is upright as shown in the illustration above and nothing is blocking or covering the slots and openings on the top and bottom of the drive. In the event of overheating, the device will perform a safe shutdown, interrupting all processes currently being performed. If this occurs, data may be lost.

1. Connect one end of the Ethernet cable to the Ethernet port located on the back of the drive.

Important: We recommend that you use the enclosed Ethernet cable for best performance.

2. Connect the other end of the Ethernet cable directly into a router or network switch port.
3. Connect one end of the adapter into the power supply socket on the back of the drive.
4. Plug the power adapter into a power outlet. The unit powers up automatically.

Important: Wait for the My Book Live Duo drive to finish powering up (approximately three minutes) before configuring the drive. You will know it is ready when the LED stops flashing and turns solid green (normal) or blue (standby). Standby is used to conserve energy.

Checking the Front Panel LED

The following table describes the front panel tricolor (red/green/blue) LED behavior.

State	Color	Appearance	State Description
Power Off	None		Displays if the drive is unplugged.
Power On	Blue	Solid	Displays when you first apply power to the unit.
Boot	Yellow	Solid	Drive has begun loading the Operating System (OS).
Attention	Yellow	Blink	The following circumstances trigger this state: • Disk thermal warning threshold exceeded (under or over temp) • Network cable not inserted
Ready	Green	Solid	The OS is now ready.
Activity	Green	Blink	Unit is performing read or write commands to/from the Hard Drive Disk (HDD).
Fault/action required	Red	Solid	The following faults trigger this state: • Disk SMART failure • Data Volume does not exist • System Volume does not exist • System thermal shutdown (75° C) • Unsupported drive detected
Standby	Blue	Solid	Unit is in HDD standby mode.
Software/firmware update	White (may look somewhat violet)	Solid	Firmware is currently being updated.

Checking Back Panel (Network) LEDs

The following table describes the network state and activity LEDs.

Note: Looking at the port, with the LEDs on the bottom, the LED on the top is the Activity LED, and the one on the bottom is the Link LED.

State	LED	Appearance	State Description
Link down	Link	Off	Cable or drive is not plugged in, or other end of link is not operational.
Link up – 100 Mbps	Link	Yellow	Cable is plugged in, and both ends of the link have successfully established communications. Network negotiated at 100 Mbps.
Link up – 1000 Mbps	Link	Green	Cable is plugged in, and both ends of the link have successfully established communications. Network negotiated at 1000 Mbps.
Link idle	Activity	Off	Active communication is not in progress.

State	LED	Appearance	State Description
Link busy	Activity	Green - Blinks	Active communication is in progress.

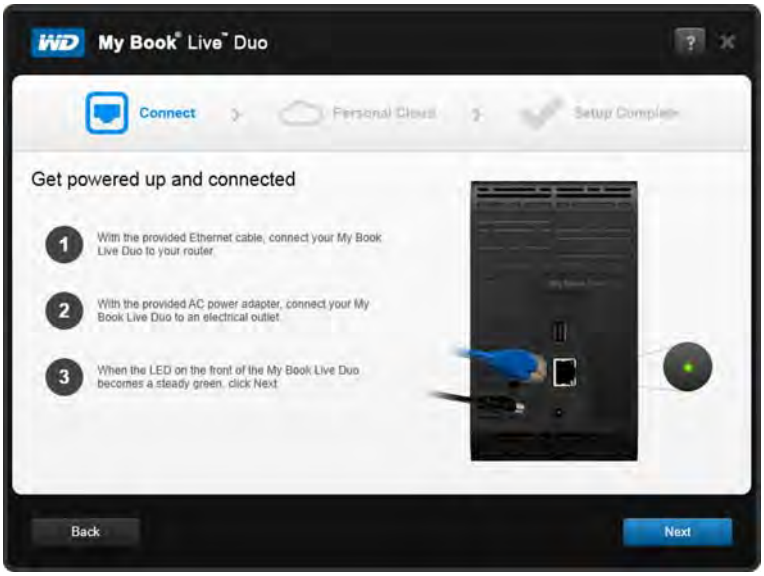
Connecting the Drive to your Network

1. Select **Getting Started**.

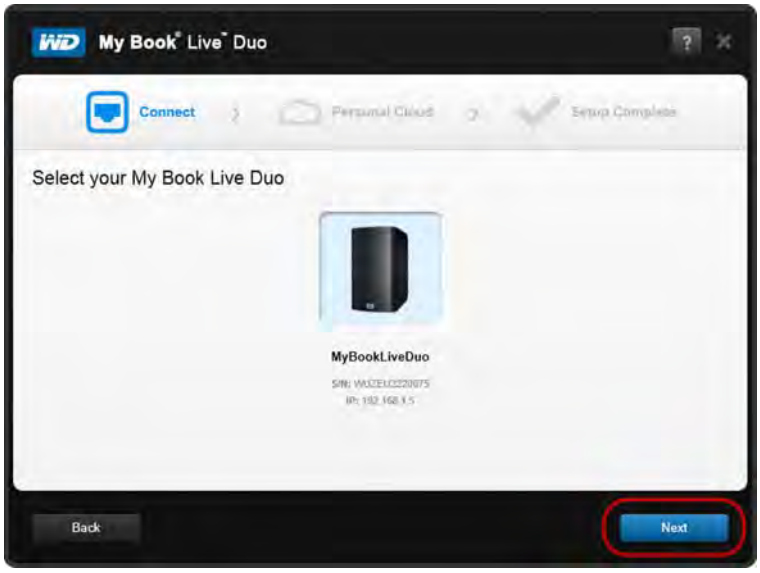
2. Following the step on your screen or outlined in “Physically Connecting the Drive” on page 11, connect your My Book Live Duo device to your home or small office network.

   Note: Remove the sticker from the back of the unit prior to connecting your device.

3. When the LED on your device turns a solid green, click **Next** on your computer screen. The software will discover your device.



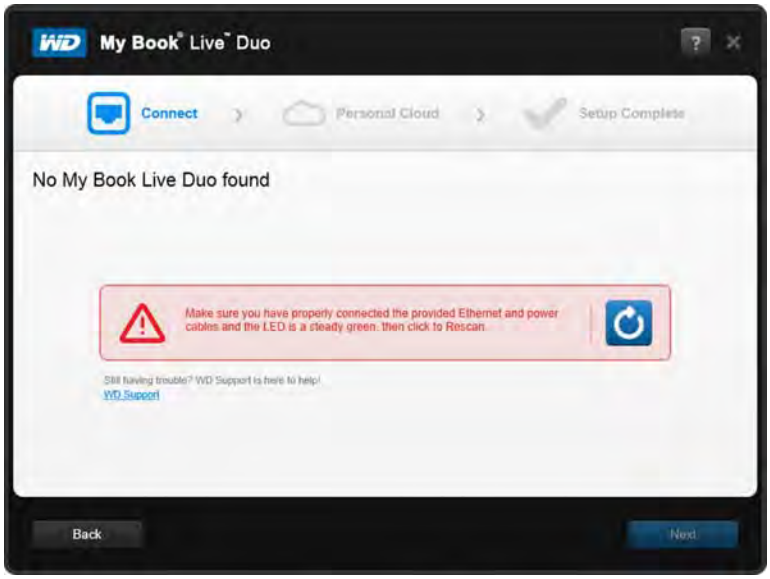
4. Select your My Book Live device, then click **Next**.



5. Continue following the instructions on the screen and outlined in “Creating a Personal Cloud with WD 2Go” on page 15
   - If your device is not detected, continue to “Connecting and Troubleshooting” on page 14,

Connecting and Troubleshooting

The Connect - No My Book Live Duo found screen displays when the setup software can not find the device on your system.



1. Follow the steps on the screen to ensure that your device is:
   - Pugged into a working outlet.
   - Connected to your router.
   - Displaying a solid green light on the front.

2. Select the Refresh button.

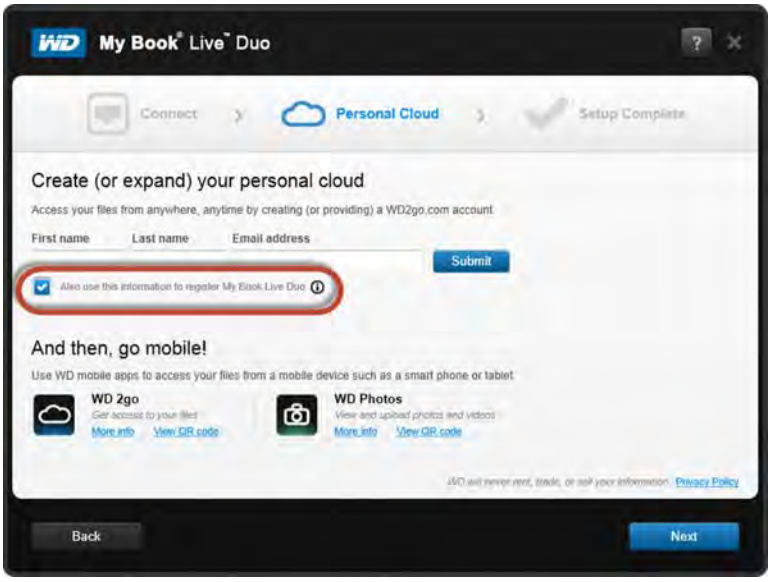
   - If the device still can not be found, select **WD Support** for additional suggestions or to contact WD Support.

Creating a Personal Cloud with WD 2Go

WD 2go web access provides fee-free remote access to your My Book Live Duo personal cloud storage. Once you log in, WD 2go mounts your My Book Live Duo device to your computer like a local drive and your remote folders are available on any Mac* or PC with internet access.

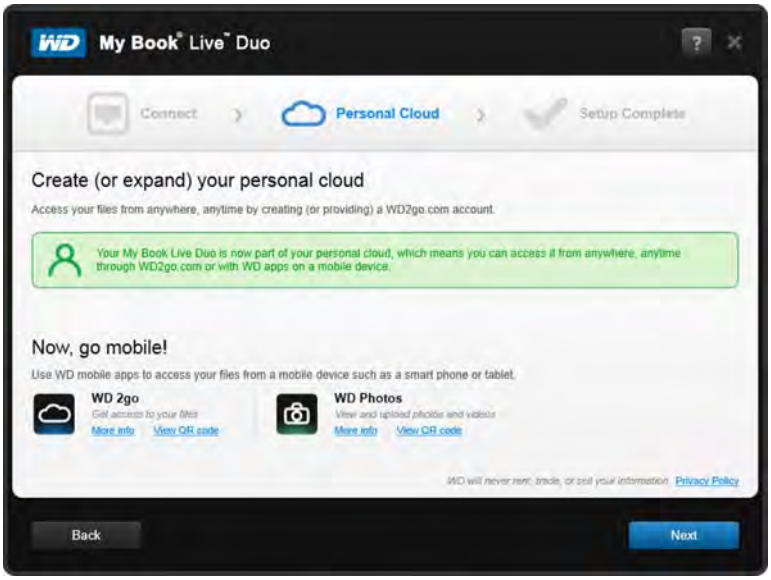
*WD 2go is not supported by Mac Leopard (OS X 10.5.x)

1. On the Personal Cloud screen, place a check in the "Also use this information to register My Book Live" checkbox to register your device, if not already selected.

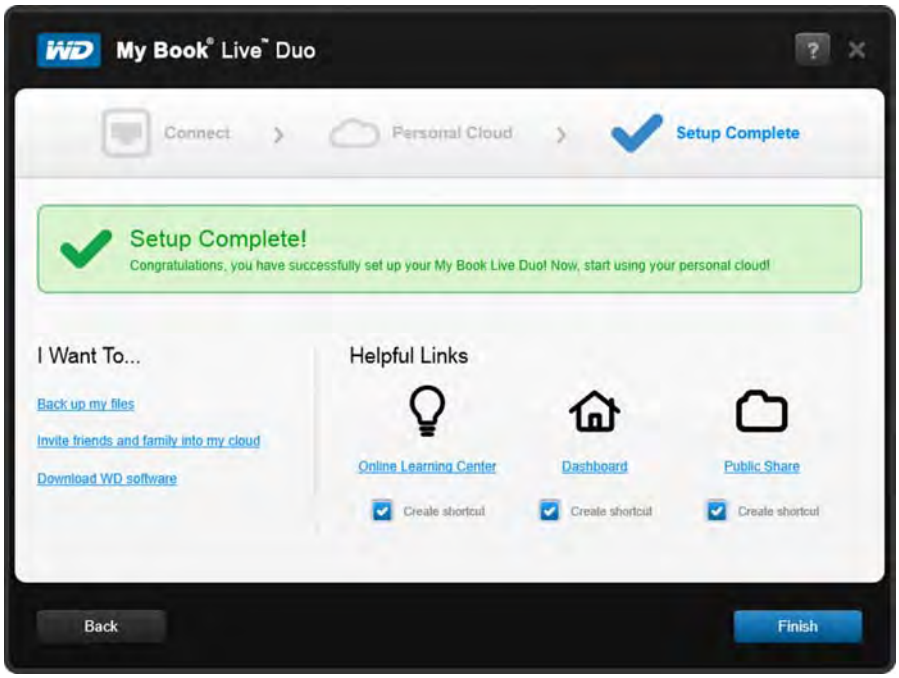


2. Enter your **First Name**, **Last Name**, and **email address**, then click **Submit**.
3. On the User Authentication screen, select a My Book Live Duo user account from the pull-down menu. The account you select will be connected to your WD 2go account.
4. Check your email to confirm your new account, then click **Next**.

Note: You may need to check your email spam folder if your spam filter does not allow email from WD.



5. You've successfully setup your My Book Live Duo device, and can now click one of the links on the screen to begin using your device or click **Finish** to close the setup wizard.



Getting Started Without the Online Setup Software (Windows & Mac OS)

If you do not use the online setup software to get started, you can still:

- Use your My Book Live Duo as an external hard drive, dragging and dropping files to and from it.
- Configure the drive using the My Book Live Duo dashboard. (See “Using the My Book Live Duo Dashboard” on page 53.)
- Save and restore files using Windows File History (see “Using Windows 8 File History” on page 36), Windows Backup (see “Using Windows 7/ Windows Vista Backup” on page 37) or Apple Time Machine (see “Using Apple Time Machine” on page 38).

Using Windows 8

Opening the Public Folder

As an alternative to using the online software setup, open the drive as follows:

1. Physically connect the drive to your network (see “Physically Connecting the Drive” on page 11).
2. On the Start Menu, select **Desktop**,
3. On the Toolbar, click **File Explorer** .
4. Click **Network > MYBOOKLIVEDUO,** and locate the drive’s Public folder.
5. Double-click the Public folder to display the Shared Music, Shared Pictures, Shared Videos, and Software subfolders. You can now drag and drop files into the shared media folders using Windows Explorer.

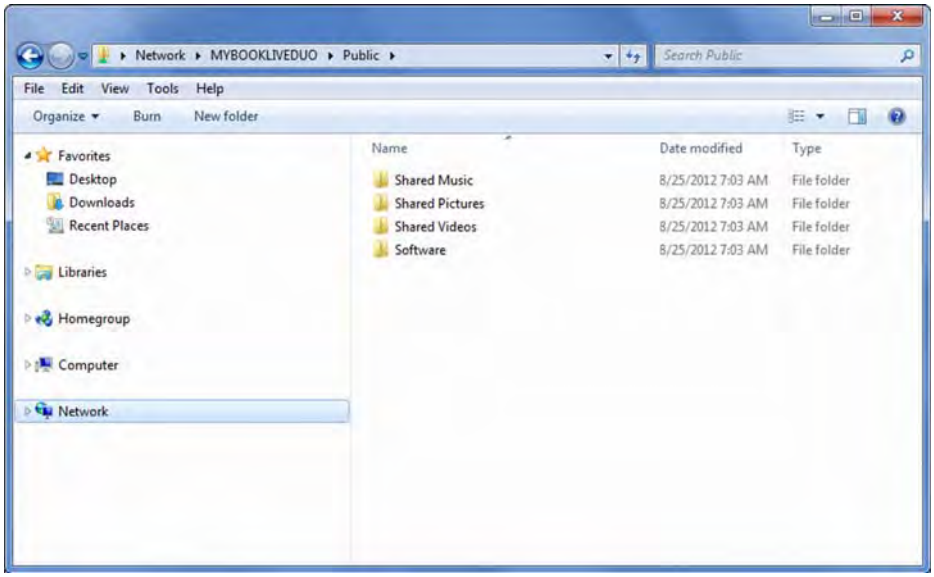
Using Windows Vista/Windows 7

Opening the Public Folder

As an alternative to using the online setup software, open the drive as follows:

1. Physically connect the drive to your network (see “Physically Connecting the Drive” on page 11).
2. Click **> Computer > Network > My Book Live Duo**, and locate the drive’s Public folder.

3. Double-click the Public folder to display the Shared Music, Shared Pictures, Shared Videos, and Software subfolders. You can now drag and drop files into the shared media folders using Windows Explorer:



4. Map the My Book Live Duo Public folder for quick access in the future:
   - In Windows Explorer, under Network, click **MyBookLiveDuo**.
   - Right-click the Public folder and select **Map Network Drive** from the Right-click menu.
   - Select the desired letter from the Drive drop-down list.
   - Select the **Reconnect at login** check box.
   - Click **Finish**. Your Public drive is now mapped.

Launching the My Book Live Duo Dashboard to Set Up Your Drive

To access the My Book Live Duo dashboard to set up your drive:

1. Physically connect the drive to your network (see page 11).
2. Open a browser, and enter **http://<drive name or IP address>/** as the address. **Example**: http://192.168.1.10/ or http://mybookliveduo/

   Note: If you don't know the IP address for your My Book Live Duo device, use WD Quick View to set up your drive (see "Managing Your Drive With WD Quick View" on page 43). WD Quick View installation software can be obtained from the Online Learning Center at *http://www.wd.com/setup*.

3. Continue with "Understanding Dashboard Components" on page 55.

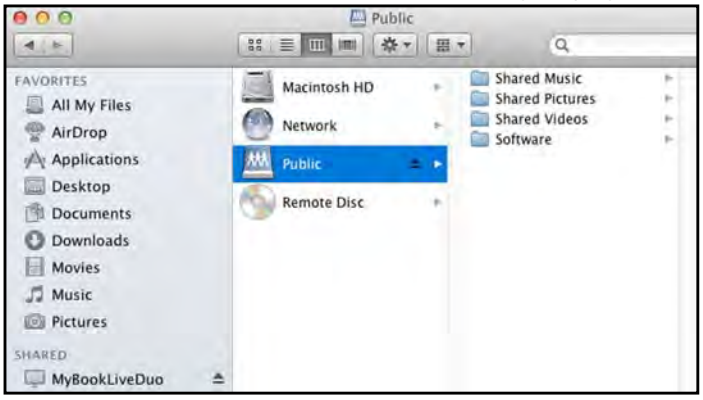
Using Mac OS X Leopard/Snow Leopard/Lion

Using Finder to Open the Public Folder

1. In a Finder window, click **MyBookLiveDuo** under the shared items in the side bar.
2. If presented with an authorization screen, select **Guest**, and then click **Connect** to display the Public share:

3. Double-click the Public folder to display the media subfolders: Shared Music, Shared Pictures, and Shared Videos. You can now drag and drop files into the shared folders using Finder:

   Note: The Public folder icon automatically displays on the desktop.



4. If you want to make a shared drive icon permanent on your desktop, create an alias. Following are two ways to do that:

   Note: Before creating an alias, click **Finder > Preferences > General** and make sure Connected Servers is checked.

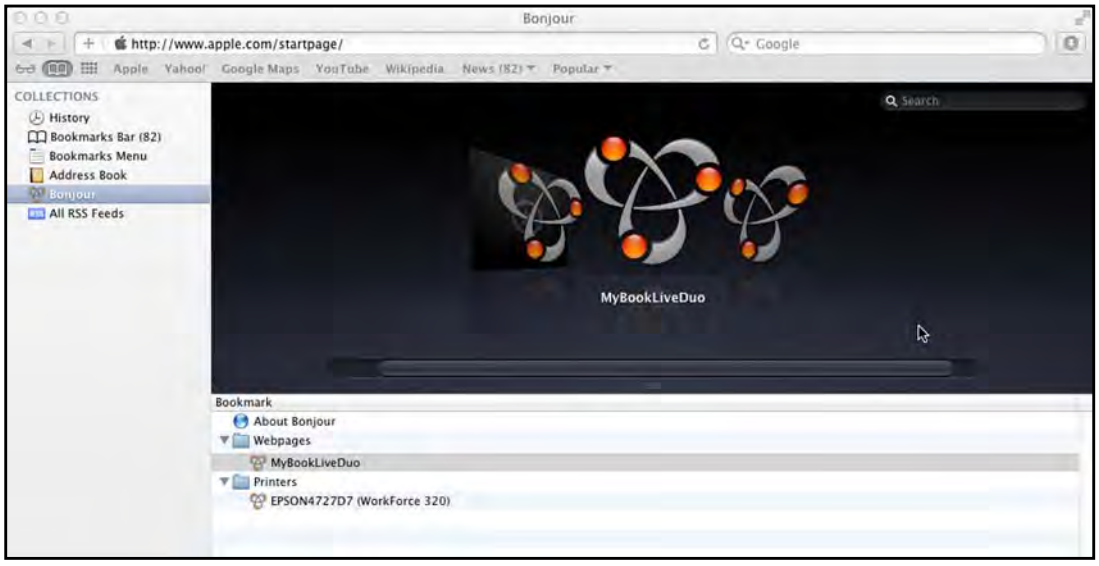
   - Click the item you wish to alias (e.g., Shared Music), hold down the mouse button, hold down the **Cmd** and **Option** keys simultaneously, and drag the item to where you want the alias to appear. Instead of moving the original item, this creates an alias at the new location.

     -OR-

- Right-click the item you want to alias (e.g., Shared Music), and then click **File > Make Alias**.

Using Bonjour to Find and Set up the Drive

1. Open **Safari** and click the bookmark icon:



2. Click **Bonjour** and then double-click your My Book Live Duo drive to display the My Book Live Duo dashboard home page.
3. Continue with “Understanding Dashboard Components” on page 55.

What Can I Do Now?

Your My Book Live Duo drive is ready to use and is accessible as a drive letter or alias, enabling you to drag and drop files into your drive and move files from it to any computer in your network that has been set up according to the instructions in this chapter. You can also back up your computer files automatically, customize the drive settings, access your files from a remote location, and use the drive as a media server.

This user manual contains information and instructions for setting up and using the My Book Live Duo drive. Much of the information provided below is also available in the Online Learning Center at ***http://www.wd.com/setup***. The most common activities are listed below:

How do I . . .	See . . .
Back up my computer data to the My Book Live Duo drive	page 25
Restore my data from the My Book Live Duo drive to my computer	page 30
Set up auto-update of WD SmartWare Software	page 36
Launch the My Book Live Duo dashboard on the Web	page 53
Use the My Book Live Duo dashboard to customize my drive	page 53
Open a private share	page 82
Restore the My Book Live Duo firmware to factory defaults	page 67 page 128
Update My Book Live Duo firmware	page 61
Back up My Book Live Duo device by storing a safepoint (snapshot) of it on another compatible network drive or network share	page 86
Access photos and files on the My Book Live Duo drive from my iPhone, iPod touch, iPad, or Android device	page 94
Access files on the My Book Live Duo device remotely at wd2go.com	page 103
Enable or disable My Book Live Duo applications such as ITunes	page 70
Play and stream media from the My Book Live Duo device	page 112

4

Backing Up and Retrieving Files

Using WD SmartWare™ (Windows Only)
Using Windows 8 File History
Using Windows 7/ Windows Vista Backup
Using Apple Time Machine

Using WD SmartWare™ (Windows Only)

WD SmartWare software is an easy-to-use tool that gives you the power to:

- **Protect your data automatically**—Automatic, continuous backup instantly makes a copy whenever you add or change a file.

  Note: Automatic backup protection is continuous as long as both your My Book Live Duo device and computer are connected to your network. If you disconnect from your network, backup temporarily stops. Once you reconnect, the WD SmartWare software automatically scans your computer for new or changed files and resumes backup protection.

- **See your backup as it happens**—Visual backup organizes your content into categories and shows the progress of your backup.
- **Retrieve lost files effortlessly**—Bring back your valuable data to its original location whether you have lost all your data or just overwritten an important file.
- **Take control**—Customize your backups.

Viewing the Info/Online Help Topics

The WD SmartWare software provides two kinds of Help:

- **Help icon** —Each WD SmartWare screen provides easy access to online help information to quickly guide you through your backup, retrieve, and settings tasks. Whenever you are uncertain about what to do, just click the info/online Help icon in the upper-right corner of any screen.

  To close the info/help screen after reading the online Help, click the **X** button in the upper-right corner of the screen.

- **Help tab**—This tab on the WD SmartWare screens provides more detailed Help. For information on using the Help tab, see “WD SmartWare Home Screen” on page 24.

Installing WD SmartWare Software

Installing WD SmartWare

1. Access the Online Learning Center at *http://www.wd.com/setup*.
2. Select **My Book Live**.

3. Click the **Product Downloads** button to display the Install Downloads screen:

4. In the WD SmartWare box, click **Download**.
5. Access your downloaded files, and extract the contents of the zip file to your computer.
6. Double-click WD SmartWare Setup file.
7. Follow the on-screen instructions to complete the installation.
8. Click the **Launch WD SmartWare** button to display the WD SmartWare Home screen. (See “WD SmartWare Home Screen” on page 24.)

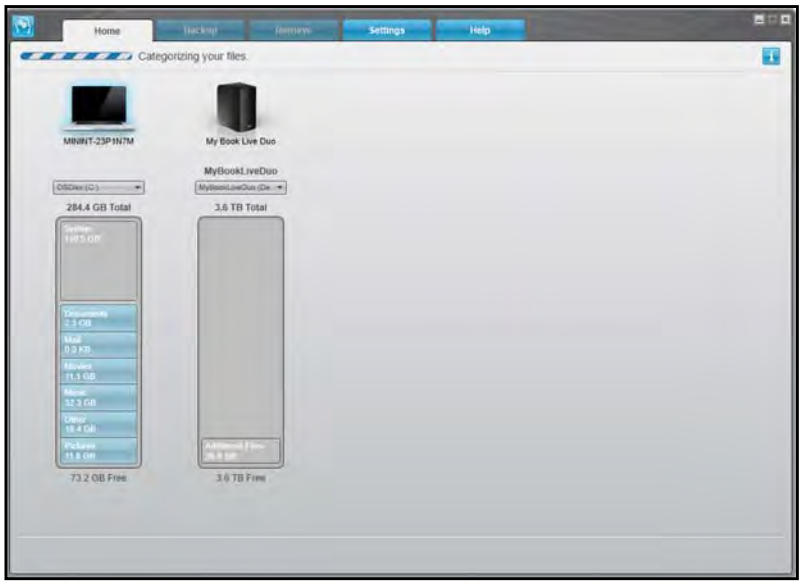
Launching the WD SmartWare Software After Installation

Use one of the following options for the WD SmartWare Software once you have installed it:

- **WD SmartWare icon** —In the Windows system tray, left- or right-click the WD Quick View icon to display the main menu, and then select **WD SmartWare**.
- **Windows Explorer**—Click **Start** or , and then click **Programs > WD SmartWare > WD SmartWare**.

WD SmartWare Home Screen

The Home screen is the first screen you see after you launch the WD SmartWare software:



The WD SmartWare Home screen provides the following tabs:

- **Home**—Provides a Content Gauge showing the capacity of each drive on your network.
- **Backup**—Manages existing backups or creates new backups of your important data, including movies, music, documents, email, and photos.
- **Retrieve**—Brings back valuable data that has been lost or overwritten.
- **Settings**—Manages backup parameters, searches for updates, and provides a link to the My Book Live Duo dashboard, where you can configure the drive.
- **Help**—Provides quick access to Learning Center topics and links to online support services. The Learning Center topics provide more detail than the info/online help for each screen, but not as much as the WD SmartWare Software User Manual.

In the Content Gauge for your computer's hard drive, all of your files that are available for backup display against a blue background in the following categories:

This file category	Includes files with these extensions
Documents	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions
Mail	.mail, .msg, .pst., and other mail extensions
Music	.mp3, .wav, .wma, and other music extensions
Movies	.avi, .mov, .mp4, and other movie extensions

This file category	Includes files with these extensions
Pictures	.gif, .jpg, .png, and other picture extensions
Other	Others that do not belong in the five main categories

For a list of included file extensions, search for Answer ID 3644 in the WD Knowledge Base at ***http://support.wdc.com***.

Note that:

- Moving the pointer over a category displays the number of files in the category.
- The System category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files like .tmp and .log files.
- The Retrieved category, also shown against a dark gray background, includes the files that you have retrieved from a prior backup. These files are not available for backup.

  Note: Additional Files are files outside of the current backup.

How the Backup Function Works

The WD SmartWare software automatically and continuously backs up all of your important data files to the My Book Live Duo drive—music, movies, photos, documents, email, and other files.

After the WD SmartWare software categorizes the different types of files on the selected hard drive, clicking the **Start Backup** button backs all of them up. Or you can select specific files, folders, or categories of files to back up.

If your computer has more than one internal hard drive, you must select and back up each one to protect all of the data files on your computer.

After performing a backup, the WD SmartWare software protects your files by backing up:

- New files that are created on or copied to your hard drive
- Existing files that are changed in any way.

This protection is automatic—the WD SmartWare software does it for you without any action on your part—just make sure to leave your My Book Live Duo device connected to your network.

Note: Should you disconnect and reconnect the drive to the network, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

Backing Up Files

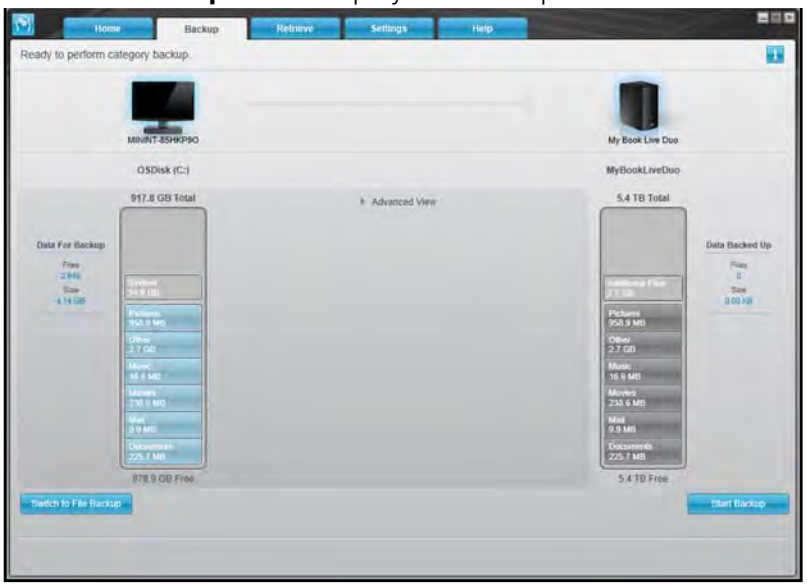
To back up some or all of your files:

1. On the Home screen:
   a. If your PC has more than one internal hard drive or drive partition, select the one that you want to back up first from the internal drive selector box under your computer icon:

b. If you have more than one My Book Live device, WD NAS drive, or SmartWare-compatible devices connected to your network, select the one that you want to back up files to:

c. Select the My Book Live device folder to which you'd like to back up your files.

2. Click the **Backup** tab to display the Backup screen:

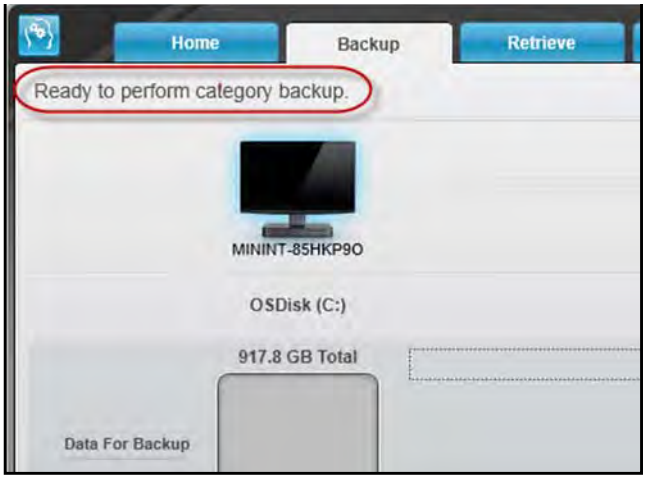


3. On the Backup screen:

IF you want to back up . . . on the internal hard drive,	**THEN . . .**
All of the categories of files	Proceed to step 4 on page 26.
Selected categories of files	Skip to step 5 on page 27.
All of the files and folders	Skip to step 8 on page 28.
Selected files or folders	Skip to step 9 on page 28.

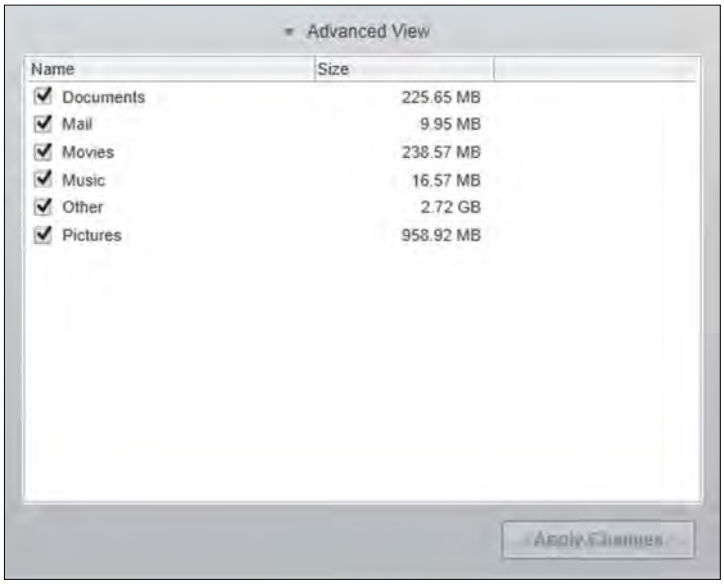
4. To back up all of the categories of files on the My Book Live Duo device:

a. Verify that the backup mode is **category** by ensuring that **Ready to perform category backup** appears at the upper-left corner of the Backup dialog.



If the backup mode is **file** and **Ready to perform file backup** appears at the top of the screen, then click the **Switch to File Backup** button in the lower left corner and **OK** at the Switching Backup Plan prompt.

b. Click **Advanced View** in the middle of the screen to open the backup by categories box and verify that the check boxes for all six categories are selected.



c. As required, select any cleared check boxes and then click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Book Live Duo drive.

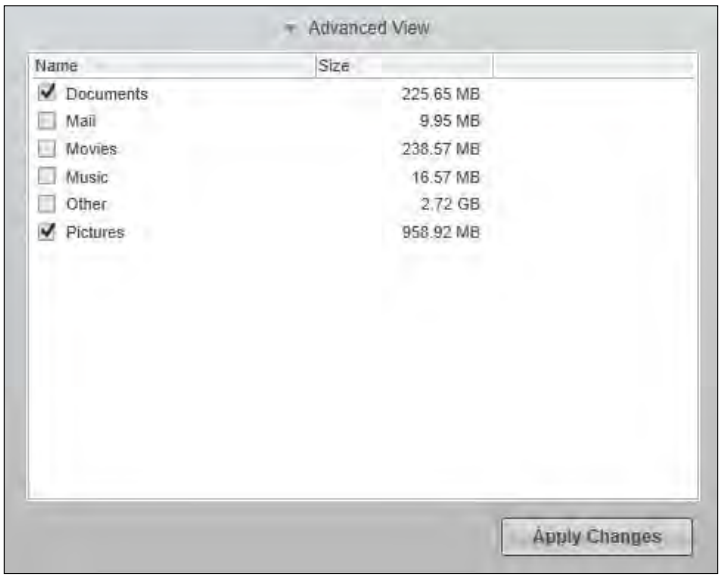
d. Click **Start Backup** to begin backing up all categories of files and skip to step 10 on page 29.

5. To back up selected categories of files:

a. Verify that the backup mode is **category** by ensuring that **Ready to perform category backup** appears at the upper-left corner of the Backup dialog.

b. If the backup mode is **file** and **Ready to perform file backup** appears at the top of the screen, click the **Switch to Category Backup** button, then click **OK** on the Switching Backup Plan prompt.

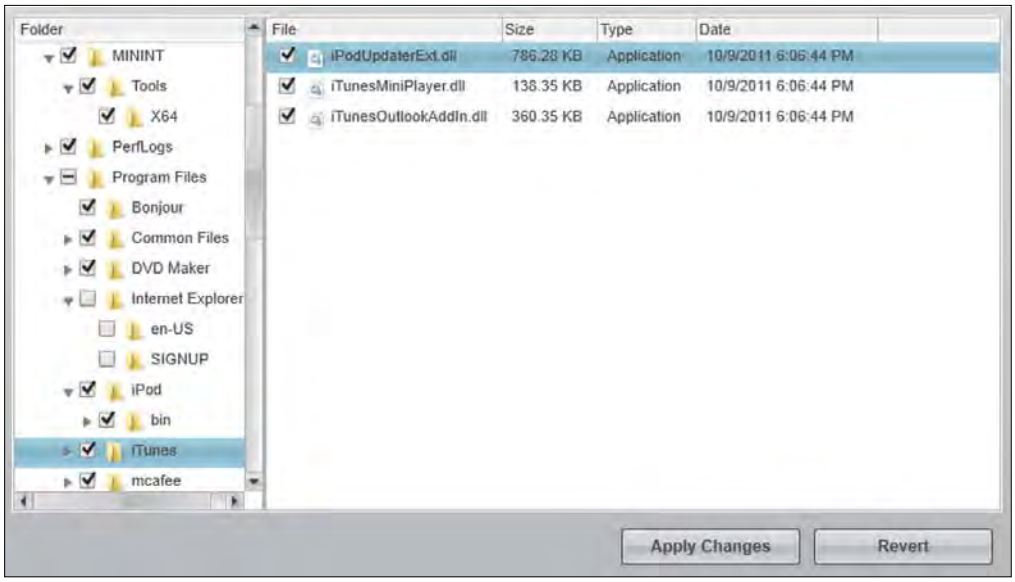
6. Click **Advanced View** in the middle of the screen, to open the backup by categories selection box.
7. In the backup by categories selection box:
   a. Select the check boxes for the categories of files that you want to include in the backup.
   b. Clear the check boxes for the categories of files that you want to exclude from the backup.



   c. Click the **Apply Changes** button to refresh the Content Gauge for your My Book Live Duo drive.
   d. Click the **Start Backup** button to begin backing up the selected categories of files and skip to step 10 on page 29.
8. To back up all of the files and folders on the internal hard drive:
   a. Verify that the backup mode is **file** and that **Ready to perform file backup** appears at the upper-left corner of the Backup dialog.
   b. If the backup mode is **category** and **Ready to perform category backup** appears at the top of the screen, click the **Switch to File Backup** button, then click **OK** at the Switching Backup Plan prompt.
   c. In the backup by files selection box, click the check box for your computer's internal hard drive:

   d. Click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Book Live Duo drive.
   e. Click **Start Backup** to begin backing up all of files and folders and skip to step 10 on page 29.
9. To back up selected files or folders:
   a. Verify that the backup mode is **file backup** and that **Ready to perform file backup** appears at the upper-left corner of the Backup dialog.
   b. If the backup mode is **category** and **Ready to perform category backup** appears there, click the **Switch to File Backup** button, then click **OK** at the Switching Backup Plan prompt.

c. In the backup by files selection box, click the pointers to open the folder structure:



d. Select the check boxes for the individual files or folders that you want to back up. Note that clicking a folder check box automatically selects all of the subfolders and files in the folder.

e. Click **Apply Changes** to create a custom backup plan and update the content gauge for your My Book Live Duo drive. Clicking **Revert** clears all of the check boxes and displays the initial/default configuration.

f. Click **Start Backup** to begin backing up the selected files or folders and proceed to step 10 on page 29.

10. During the backup:

- A progress bar and message at the top of the screen indicate the amount of data that has been backed up.
- For a category backup, the blue background in the content gauge for your computer's internal hard drive changes to yellow/amber for all of the files that have not yet been backed up.
- The gray background for categories or files in the content gauge for your My Book Live Duo drive changes to blue as the backup completes.
- You can continue to set up your drive or perform any other functions because the WD SmartWare software backs up your files in the background.
- The Start Backup toggle button changes to Stop Backup for stopping the backup.
- Appearance of a backup successfully finished message means that the backup completed normally.
- If any files could not be backed up, the WD SmartWare software displays a:
  - Caution message indicating the number of files involved
  - View link that you can click to see a list of the files and the reasons they were not backed up

  Some applications and running processes can keep files from being backed up. If you cannot determine why some of your files were not backed up, try:
  - Saving and closing all of your open files

- Closing all running applications—including your email program and web browser

Important:	The appearance of a Caution message, indicating that your drive is full, means that there is not enough free space on the drive to complete the backup. The best long-term solution is to relegate the drive to long-term archive storage and: a. Click the **Help** tab. b. Click the **WD Store** link to view the Western Digital Online Store website. c. Click **External Hard Drives** and select the best drive to suit your future requirements.

11. If you clicked **Stop Backup** at step 10, the **Stop backup?** confirmation prompt reminds you that the WD SmartWare software runs your backup job in the background so you can continue using you computer for other things during the backup. To continue, click either:
    - **Continue Backup** to disregard your request and resume the backup
    - **Stop Backup** to follow through with your request and stop the backup
12. If your computer has more than one internal hard drive, repeat the backup procedure for each one.

Retrieving Backups

The WD SmartWare software makes it easy for you to retrieve files that your My Book Live Duo drive has backed up and either:

- Restore them to their original locations on your computer.
- Copy them to a special retrieve folder.

Retrieval is generally a four-step process:

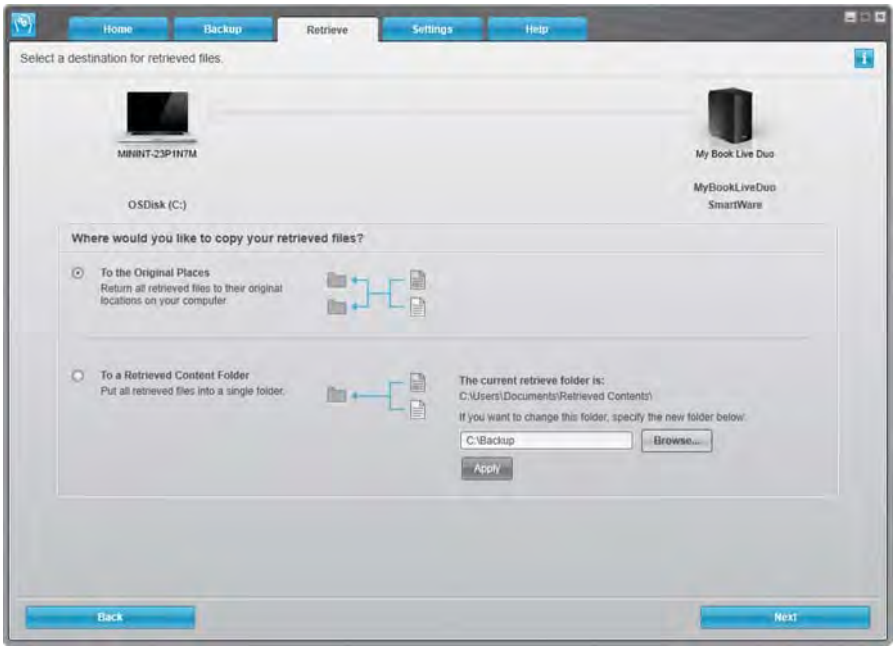
1. On the Home screen, choose the drive to retrieve content from.
2. Choose whether to retrieve content to a special retrieval folder or to the original location.
3. Choose what content to retrieve: files, folders, or everything.
4. Retrieve the content.

Retrieving a File

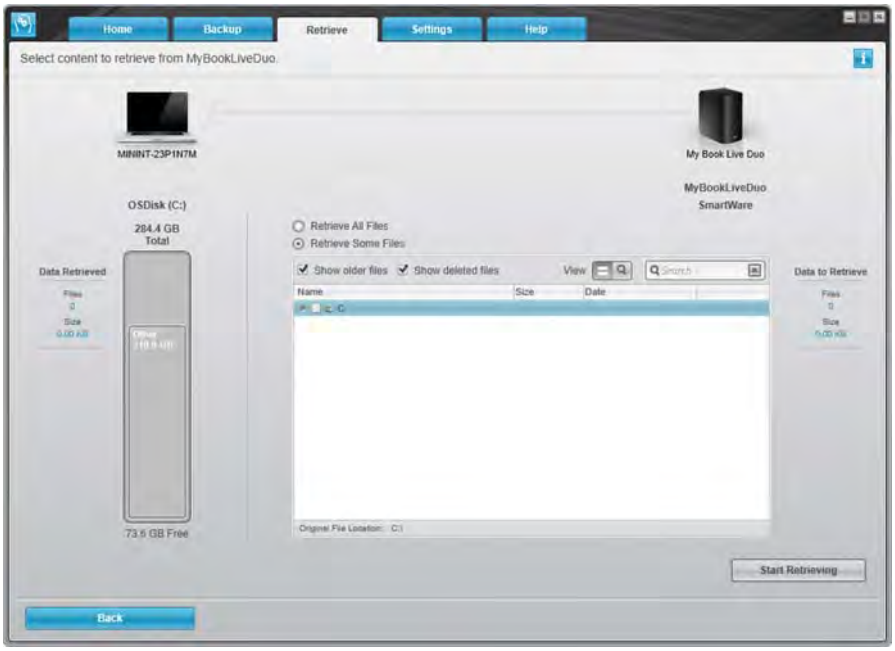
After selecting the drive on the Home screen, you can retrieve files or complete folders from your My Book Live Duo drive. (For information on retrieving folders, see “Retrieving a Folder” on page 33.)

To retrieve a file from your drive:

1. Click the **Retrieve** tab to display the Select a destination for retrieved files screen:



2. The drive may contain backups from other computers. To retrieve files from a specific computer (volume):
   a. Click the **Back** button to display the Select a volume to retrieve from screen:

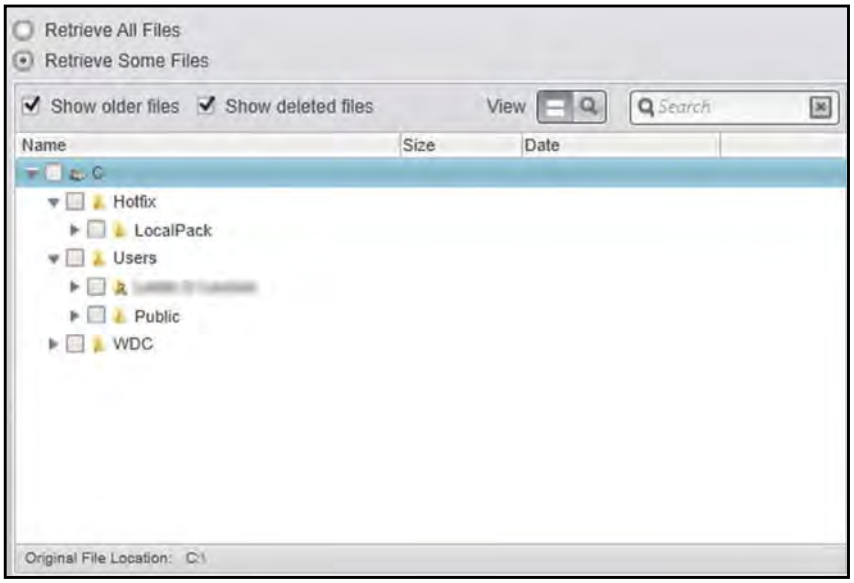


   b. Select the desired volume and click the **Next** button.

3. On the Select a destination for retrieved files screen:

IF you want to copy your retrieved content to . . .	THEN . . .
Its original location, *Note:* Not available when retrieving a backup of a different computer.	a. Select the **To the Original Places** option. b. Click the **Next** button to display the Select content to retrieve... screen.
A retrieved content folder, *Note:* If you change the retrieval content location from where it has been, the previous location will be backed up.	a. Select the **In a Retrieved Content Folder** option. b. If you want to specify a different retrieve folder, click **Browse** and identify the new retrieve folder. c. Click the **Apply** button to save and implement the new retrieve folder. d. Click the **Next** button to display the Select content to retrieve... screen.

4. On the Select content to retrieve... screen, select **Retrieve Some Files** to display the retrieve files selection box:



5. Navigate through the folder structure to find the files you want.
   - Click the appropriate file category button to list the files by category:
     - Pictures
     - Music
     - Movies
     - Documents
     - Other
     - Mail
   - Select the **View** icon to list individual files.
   - Type all or part of the file name in the search box to locate the file and press **Enter** to start the search. To eliminate the search filter, delete all of the text in the search box and press **Enter**.
   - Select the check box for the file that you want to retrieve.
6. Click the **Start Retrieving** button.

7. During the retrieval:
   - The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieval location.
   - A **Cancel Retrieving** button is available for you to stop the retrieval.
   - A “Retrieval accomplished” message signifies completion of the file retrieval.
   - A “Partial retrieve accomplished” message means the file you selected for retrieval was not copied to the specified retrieval location. In this case, either:
     - A “Files Not Retrieved” message displays, providing the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved, or
     - A “Destination is full” message displays, which means that your computer does not have sufficient disk space to complete the file retrieval.

Retrieving a Folder

To retrieve a folder from your drive, that includes all of the content within a folder, and may include multiple categories, in the retrieve files selection, select the check box next to the folder.

Retrieving an Earlier Version of a File or Deleted Files

In the retrieve files selection box, check the **Show deleted files** check box and/or the **Show older files** check box. Now, when selecting content to retrieve, you can select individual files that were overwritten or deleted. Likewise, retrieving entire folders in this mode will also retrieve older versions and deleted files.

Note: You can only retrieve one version of a file per retrieval.

Retrieving All of Your Content

On the Select content to retrieve... screen, choose the **Retrieve All Files** option, which retrieves files across all categories and copies them to either their original locations or the Retrieved Contents folder.

During the retrieval:

- The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieval location.
- A **Cancel Retrieving button** is available for you to stop the retrieval.
- A “Retrieval accomplished” message signifies completion of the retrieval.
- A “Partial retrieve accomplished” message displays, which means the file you selected for retrieval was not copied to the specified retrieval location. In this case, either:
  - A “Files Not Retrieved” message displays, providing the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved.
  - A “Destination is full” message displays, which means that your computer does not have sufficient disk space to complete the retrieval.

Customizing WD SmartWare Software

The WD SmartWare software makes it easy for you to quickly customize its settings for the best possible drive performance by:

- Specifying the number of backup versions that you want to keep for each file
- Specifying a unique folder to store files retrieved from your drive
- Automatically checking for **WD SmartWare software updates**
- Access WD Quick View to manage your drive.

Click the **Settings** tab to display the Settings screen:

On the Settings tab you can:

- Create and edit the software settings for My Book Live Duo
- Set up drive settings for your My Book Live Duo

Creating Software Settings

Click the **Set Up Software** button to open the My Book Live Duo Desktop, then click Software Settings. On the Software Settings Screen.

IF you want to . . .	THEN click . . .	AND see . . .
Change the number of backup versions to keep for each file,	**File History**	“Specifying the Number of Backup Versions” on page 35.
Specify a path to a different retrieve folder,	**Retrieve Folder**	“Specifying a Different Retrieve Folder” on page 35.
Change the option that checks for software updates whenever you reconnect your My Book Live Duo drive to your network,	**Preferences**	“Setting the Preferences (Auto Update) Option” on page 36.

Specifying the Number of Backup Versions

The WD SmartWare software can keep up to 25 older versions of each file. If you overwrite or delete a file by mistake, or want to see an earlier version of the file, the WD SmartWare software has a copy for you.

Keeping more versions:

- Improves your ability to save/retrieve more versions of a file
- Consumes more disk space.

To specify the number of backup versions that you want to keep for each file:

1. On the Software Settings screen, click the **File History** button to display the Set File History screen:

2. Specify the number of file versions that you want to keep (from 1 to 25) in the Enter the number of backup versions to keep for each file box.
3. Click **Apply** to save and implement the new number of backup versions.

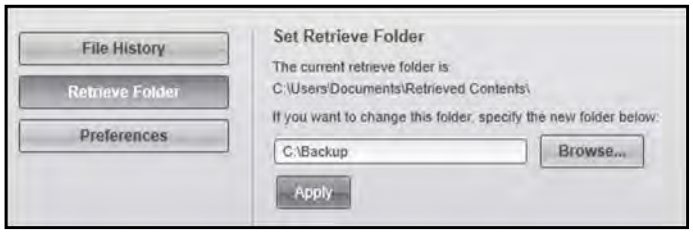
Specifying a Different Retrieve Folder

When you start a retrieval, you can choose whether you want to store the retrieved files in either:

- Their original locations on your computer
- A Retrieved Content folder.

By default, the WD SmartWare software creates and uses a Retrieved Content subfolder in your My Documents folder. To specify a different folder:

1. Either create a new folder or determine which existing folder you want to use.
2. On the Software Settings screen, click the **Retrieve Folder** button to display the Set Retrieve Folder screen:



3. Click the **Browse** button and use the browse function to identify the new retrieval folder.

   Note: If you don't want your previously retrieved contents folder to be backed up, delete the folder before you apply changes.

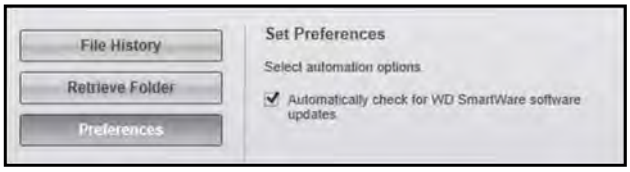
4. Click the **Apply** button to save and implement the new retrieval folder.

Setting the Preferences (Auto Update) Option

When enabled, each time you reconnect your My Book Live drive to your network, the Preferences option checks for software updates. This ensures that you are always using the most recent software version.

To enable or disable the Preferences option:

1. On the Software Settings screen, click the **Preferences** button to display the Set Preferences screen:



2. Select or clear the **Automatically check for WD SmartWare software updates** check box to enable or disable the Preferences option. If selected, the WD SmartWare software links you to the WD Web page where the download is available.

Creating Drive Settings

Click the **Set Up Drive** button to open WD Quick View for details on how to manage your My Book Live Duo drive settings. (See “Using the My Book Live Duo Dashboard” on page 53.)

Using Windows 8 File History

If you choose not to use WD SmartWare software for backing up files to the My Book Live Duo device, you can use Windows 8 File History.

File History

File History automatically backs up media files, documents, email, and other personal files to your My Book Live Duo drive. If you lose files or your system crashes, you can easily restore the files to your PC. For more information on Windows 8 File History, consult Microsoft's documentation.

Windows 8 File History

1. In the Toolbar, click **File Explorer**.
2. Select **Computer**.
3. In the Ribbon (top of page) select **Computer>Open Control Panel.**
4. Under System and Security, select **Save backup copies of your files with File History**.
5. On the File History screen, ensure that File History is **On**.
6. If File History is Off, click the **Turn On** button.
7. In the right panel, select **Select Drive**. File History will detect your My Book Live Duo device and list it in the Select a File History drive list.
8. Select your device, then click **OK**. File History will automatically begin backing up your data.

9. To begin your backup immediately, click **Run now**.

Using Windows 7/ Windows Vista Backup

If you choose not to use WD SmartWare software for backing up files to the My Book Live Duo, you can use Windows Backup.

Windows Backup

The Windows Backup features of Windows Vista (Business, Ultimate, Home Premium, and Enterprise) and Windows 7 (Professional and Ultimate versions) enable you to back up media files, documents, email, and other personal files to your My Book Live Duo drive. If you lose files or your system crashes, you can easily restore the files to your PC. For more information on Windows Backup, consult Microsoft's documentation.

Windows Vista Backup

1. Click and then **Control Panel**.
   - If a Found New Hardware screen displays, click the **Cancel** button.
2. Click **Control Panel > System Maintenance > Backup your computer** and follow the steps in the wizard.
3. When prompted to select where you want to save your backup, click **On a network**.
4. Click the **Browse** button and select the My Book Live Duo drive.
5. Select a share where you want the backup to be created and click the **OK** button.
6. Enter the username and password assigned to your user name on the My Book Live Duo. If no user name has been assigned, enter everyone as the username and any password (e.g., 1234). Click the **OK** button.
7. Follow the remaining instructions as prompted by the wizard.

Windows 7 Backup

1. Click **> Control Panel > System and Security**.
2. Click **Backup and Restore**.
3. Click the **Set up Backup** button and follow the steps in the wizard.
4. When prompted to select where you want to save your backup, click **Save** on a network.
5. Click the **Browse** button and select the My Book Live Duo drive as the backup destination.
6. Select a share where you want the backup to be created and click the **OK** button.
7. Enter the username and password assigned to your user name on the My Book Live Duo drive. (See page 78.)
8. Make sure the backup destination is correct and click the **Next** button
9. When prompted for the content you want to back up, select **Let Windows choose** or select desired content and then click the **Next** button.
10. On the Review your backup settings screen, click the **Save settings** and run backup button.

Using Apple Time Machine

Backing up

The Apple Time Machine is a built-in feature on Mac OS X Mountain Lion, Lion, Snow Leopard, and Leopard computers that can back up everything on your computer: music, photos, documents, applications, emails, and system files. The My Book Live Duo drive can store these backups, so that if your hard drive or operating system should crash, or you lose a file, you can easily restore it to your computer.

You can also specify the maximum amount of space you'd like to use on your Time Machine to backup your files (See "Backup Settings (For Mac OS)" on page 63.)

Setting Up Time Machine

To set up Time Machine to back up files to your My Book Live Duo drive:

1. Use one of the following methods to open Time Machine.
   - Click the Time Machine icon in the Dock:

   - Click the **Apple menu > System Preferences** and select **Time Machine**.
   - Click **Go > Applications** and select **Time Machine**.
2. If this is your first time creating a backup, the following screen displays:

   Click **Set Up Time Machine** to display the Time Machine Preferences screen:

3. Click **Select Disk** and select the My Book Live Duo drive where you want the backups stored:

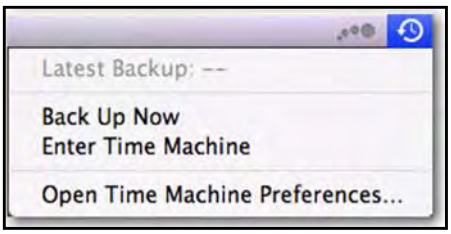
4. Click **Use Backup Disk**. A screen prompts for your user name and password.

   Select **Guest** and click **Connect**:

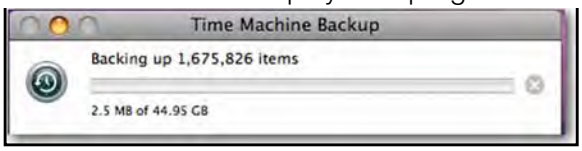
   The Preferences screen returns:

5. To start automatic backups, move the slider to **ON**.To add a Time Machine drop-down menu icon to the menu bar at the top of the screen, select the **Show the Time Machine status in the menu bar** check box. This menu enables you to start a

backup, enter Time Machine to restore files, or open the Time Machine Preferences screen:



Time Machine begins backing up your files. The first backup may take some time, but subsequent backups are faster because Time Machine only backs up new or changed items. A status bar displays the progress of the backup:



Time Machine backs up your computer every hour and keeps the following backup sets:

- Every hour for 24 hours
- Every day for the past month
- Weekly until the My Book Live Duo drive is full.

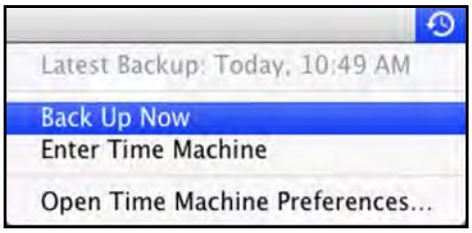
Note: If a backup is interrupted, for example, if the computer goes into sleep mode, or the My Book Live Duo is disconnected, it will resume automatically once the computer is available.

If you change the name of the My Book Live Duo, previously set Time Machine backups delay or fail. To fix the problem, resume backing up by re-selecting the drive in the Time Machine Preferences screen.

To see information such as available capacity and the date and time of the oldest, latest, and next backup, select **Open Time Machine Preferences** on the Time Machine drop-down menu:

Starting a Backup

To start a backup at any time, select **Back Up Now** on the drop-down menu:



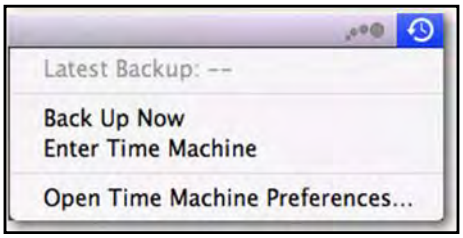
Note: To delete Time Machine backups, use the My Book Live Duo dashboard. (See "Managing Safepoints" on page 86.)

Retrieving Backed-Up Items

You might sometimes want to retrieve files and other items backed up on the My Book Live Duo drive. For example, you might have lost a file, or you want to see files from a week ago. You can retrieve individual items, multiple items, shares, or if your system crashes, your entire hard drive.

To retrieve backed-up items to your hard drive:

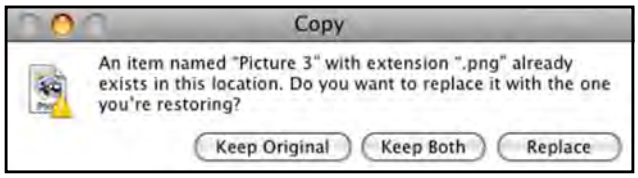
1. Open the window on your computer where you want the item restored. For example, if you are retrieving a document, open the Documents folder. (If you are restoring an item on your desktop, you do not need to open a window.)
2. Click the **Time Machine** icon in the Dock, or select **Enter Time Machine** from the drop-down menu:

   All of your backups display in a cascade, with the most recent in front.

3. Click the arrows or the time line on the right of the screen to browse through all the backups Time Machine has created:

4. Select the item you want to restore, and click the **Restore** button at the bottom right to display the Copy message:



5. Click the button for the desired option:
   - **Keep Original**—Does not restore the item from the backup drive.
   - **Keep Both**—The original item remains and the backed-up item is added to the selected location on your computer.
   - **Replace**—The backed-up item replaces the original item.

   Note: In Finder, you will see a folder that corresponds to your backup drive that includes the word "backup." This is a protected folder that is automatically created and where all of your backups reside. It serves no purpose for users other than to store Time Machine backups. In fact, if you try to connect to it, you will get a "Connection Failed" message.

5

Managing Your Drive With WD Quick View

Installing WD Quick View (Mac OS Only)
Accessing WD Quick View Shortcut Options
Checking Drive Status
Launching WD SmartWare (Windows only)
Exiting WD SmartWare Safely (Windows only)
Opening Shares
Launching the My Book Live Duo Dashboard
Mapping the Drive (Windows only)
Creating a Shortcut to the Public Share (Windows only)
Viewing Drive Properties
Monitoring Storage
Safely Shutting Down
Monitoring Alerts
Ejecting A USB Storage Device Using Quick View
Uninstalling the WD Quick View Icon

Installing WD Quick View (Mac OS Only)

WD Quick View software installs the WD Quick View icon in the Mac OS X menu bar so that you can perform important functions such as launching WD SmartWare or checking drive status quickly. The Windows icon is blue . The Mac icon is black . Once installed, you can quickly and conveniently perform the tasked described in this chapter.

Note: For Windows OS, WD Quick View installs when you install WD SmartWare. See “Installing WD SmartWare Software” on page 23.

Use the following steps to install the WD Quick View icon.

1. Access the Online Learning Center at ***http://www.wd.com/setup***.
2. Select **My Book Live**.

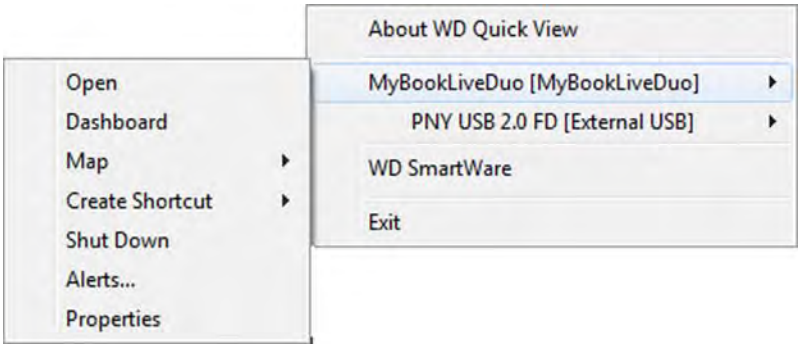
3. Click the **Software Downloads** button to display the Downloads screen:

4. In the WD Quick View box, click **Download**.
5. Access your downloaded file, and extract the contents of the zip file to your Mac.
6. Double-click WD Quick View Setup file.
7. Follow the Quick View installer, following the directions on the screen.

Accessing WD Quick View Shortcut Options

Windows

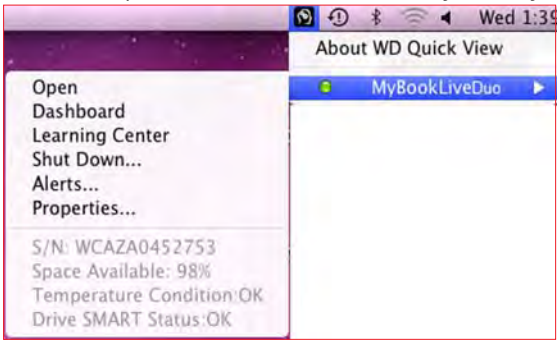
1. Right- or left-click the WD Quick View icon in the system tray to display a menu.
2. Move the pointer over or click to select your My Book Live Duo drive and display a submenu:



3. Select the desired option.

Mac OS X

1. Click the **WD Quick View** icon in the menu bar to display a menu.
2. Move the pointer over the name of your My Book Live Duo to display a submenu:

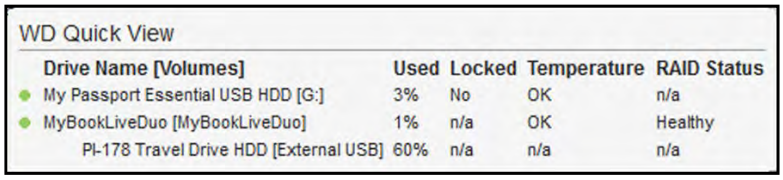


3. Select the desired option.

Checking Drive Status

Windows

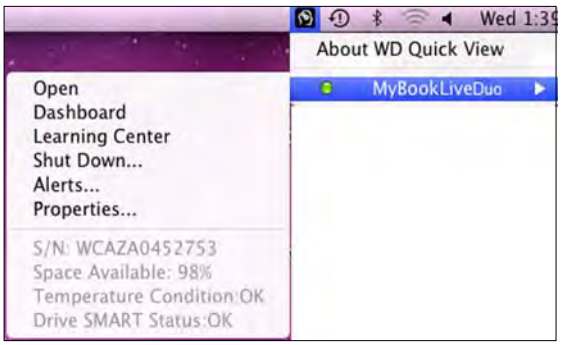
Move the pointer over the WD Quick View icon in the system tray to see the drive capacity used and drive temperature:



- A green dot beside the drive name means the drive is behaving normally.
- A red dot beside the drive name means the drive is experiencing a problem, such as an abnormally high temperature.

Mac OS X

Click the WD Quick View icon in the menu bar and move the cursor over the name of your My Book Live Duo drive to display drive status below the submenu:



Launching WD SmartWare (Windows only)

If WD SmartWare is installed, select the **WD SmartWare** option on the WD Quick View menu to display the WD SmartWare home screen.

Exiting WD SmartWare Safely (Windows only)

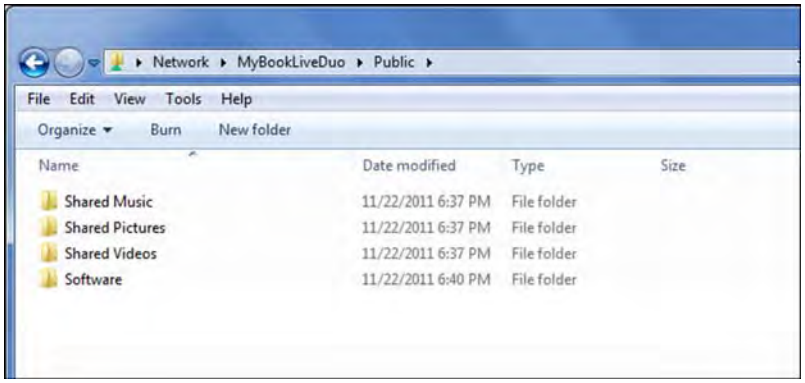
Select **Exit WD SmartWare** on the WD Quick View menu to close the application. (This option only appears if you are running WD SmartWare.)

Opening Shares

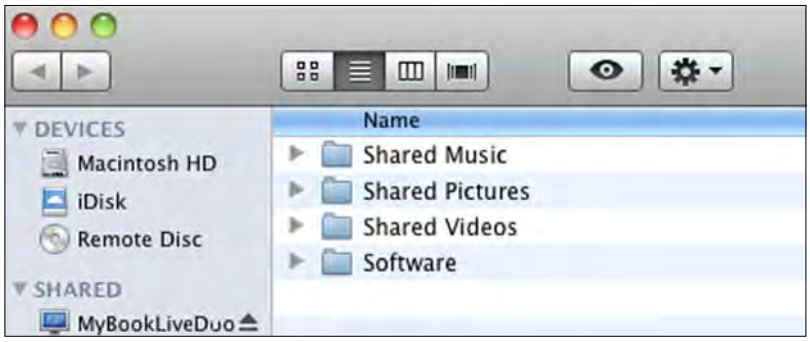
You can use WD Quick View to open the drive's Public share and any private shares to which you have access permission.

1. Select **Open** on the WD Quick View submenu.
2. Select **Public**.

   Windows: The shares display in Windows Explorer:



   Mac OS X: The contents of the Public share display in Finder:



   Note: To view all of the shares on the drive, click the name of your My Book Live Duo under Shared.

3. Select the share you want to view:

   Windows: For a private share, if prompted for a user name and password, enter those associated with your user account on the My Book Live Duo dashboard (see "Creating a User" on page 78). If you make the user name and password for the dashboard the same as those for logging into the computer, no user name or password are required here.

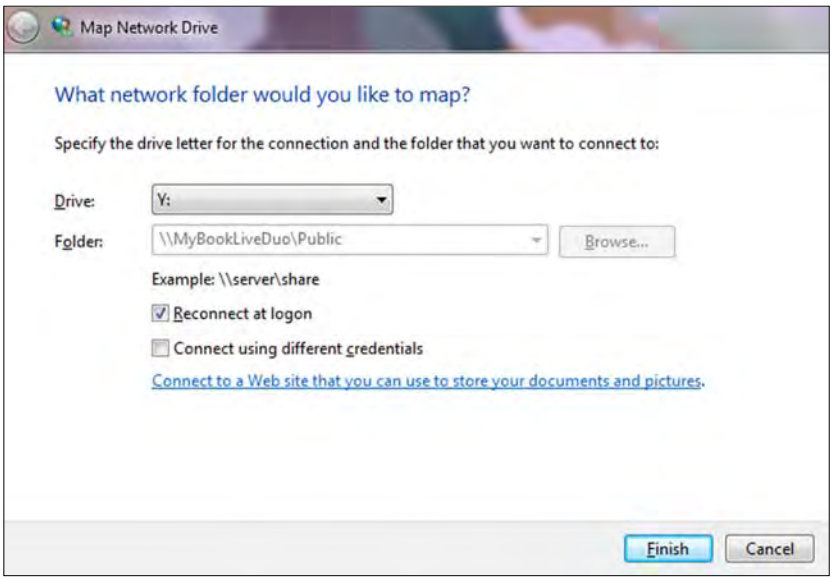
   Mac OS X: For a private share, if prompted for a user name and password, enter those associated with your user account on the My Book Live Duo dashboard (see "Creating a User" on page 78). For a Public share, if prompted for a user name and password, select **Guest**.

Launching the My Book Live Duo Dashboard

Select **Dashboard** on the WD Quick View submenu to launch the application. The Welcome screen displays. (See “Using the My Book Live Duo Dashboard” on page 53.)

Mapping the Drive (Windows only)

1. Select **Map [My Book Live Duo name]** on the WD Quick View submenu. The Map Network Drive screen displays:



2. Select the desired letter from the **Drive** drop-down list.
3. Click the **Finish** button.

Note: When Windows attempts to reconnect a Mapped Network Drive after a restart, the “Unable to reconnect mapped network drives” error may appear. This can occur if the username and password of the My Book Live Duo drive do not match the current Window's username and password information.

During the automatic reconnection process, Windows may attempt to send the current Windows username and password instead of the My Book Live Duo username and password specified during setup. Attempting to open the mapped network drive prompts a new login window. Enter the My Book Live Duo username and password to reconnect the share, allowing it to be accessible again (until the next reboot). For more information on this problem, see Knowledge Base Answer ID 6745.

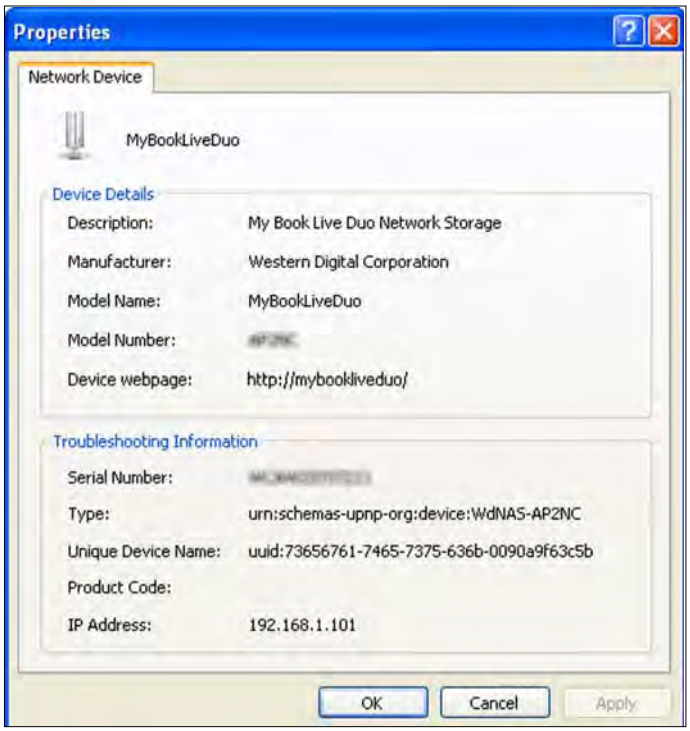
Creating a Shortcut to the Public Share (Windows only)

Note: Mac OS X automatically displays a Public share icon on the desktop, and you can create aliases for any subshares. (See “Using Mac OS X Leopard/ Snow Leopard/Lion” on page 19.)

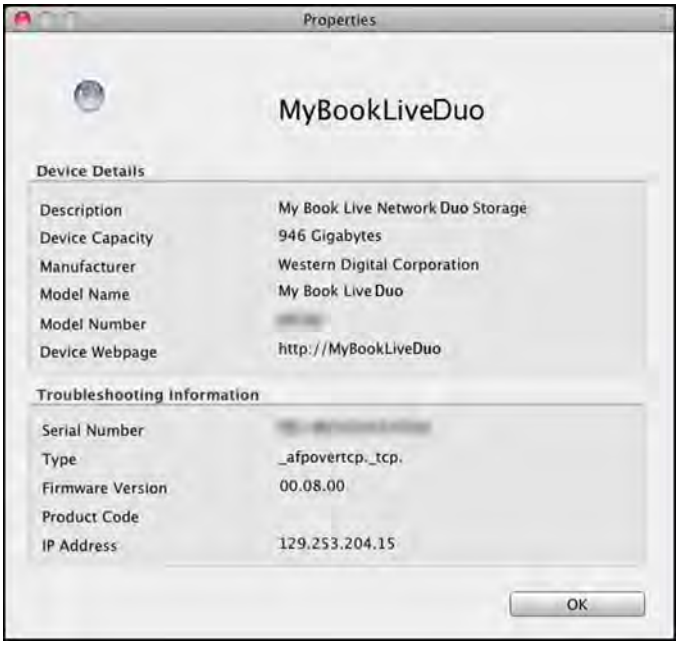
Select **Create Shortcut** on the WD Quick View submenu. An icon representing the Public share displays on the desktop.

Viewing Drive Properties

Select **Properties** on the WD Quick View submenu to display the Properties screen:



My Book Live Duo Properties on Windows

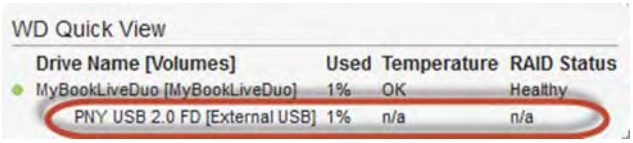


My Book Live Duo Properties on Mac OS X

Monitoring Storage

Hover your cursor over the WD Quick View icon to display the Drive name, storage capacity used, temperature within the drive, and RAID status (Healthy, Failed, Rebuilding).

If you have a USB Drive attached to My Book Live Duo, the drive information also displays in this area.



Safely Shutting Down

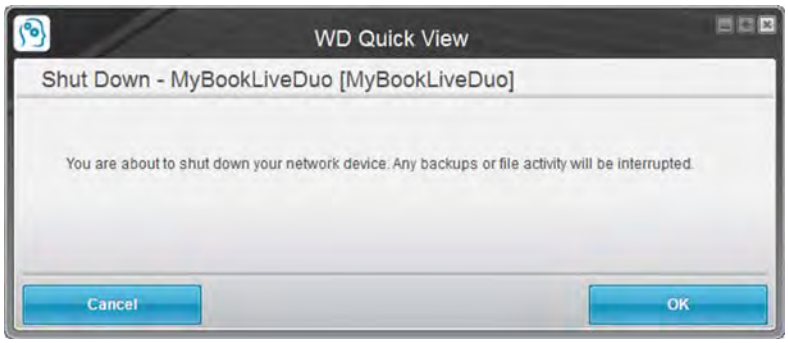
One of the recommended ways to safely shut down your My Book Live Duo drive is to use the WD Quick View icon.

Note: Another preferred method is to use the dashboard. (See "Reboot/Shutdown" on page 68.) If the unit does not shut down using either recommended method, see "I am having trouble safely shutting down the My Book Live Duo?" on page 130.

Important: Before shutting down, ensure that no files are being transferred to or from the device. Check the LED on the front of the drive to make sure it is not blinking. Blinking indicates that the unit is processing information (for example, backing up or transferring files).

WARNING! Do not unplug the drive during shutdown.

1. Select **Shut Down** on the WD Quick View submenu to display the WD SmartWare Shut Down screen.



2. Enter the administrator's password or leave blank and then click the **OK** button. The drive shuts down.

Monitoring Alerts

Flashing Icon and Balloon Alert

On both Windows and Mac systems, the WD Quick View icon flashes to indicate the drive may be overheated or about to fail. In Windows, a balloon alert displays as well.

Note: If the drive overheats, power it down and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support.

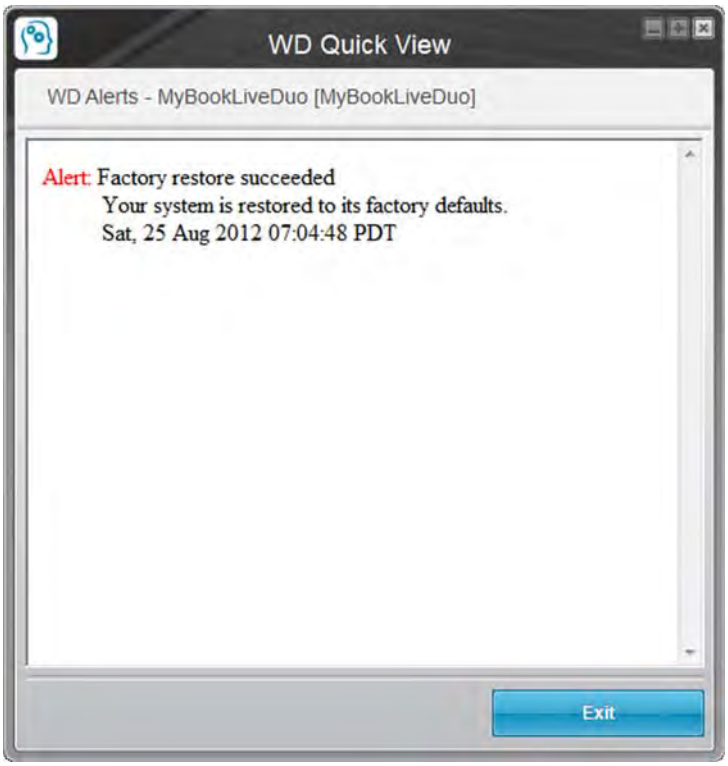
WD Quick View Alerts Option

An option on the WD Quick View submenu displays alerts such as:

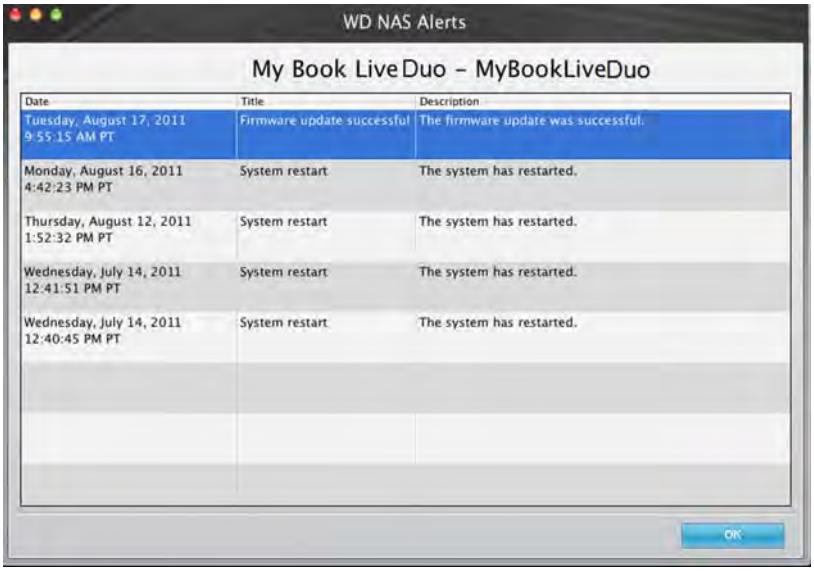
- Drive is reaching maximum capacity.
- Drive is full and subsequent backups cannot take place. Displays every five minutes until space is made available.
- Updates are available.

To view drive alerts:

1. To display one or more alerts, select your device, then select **Alerts** on the WD Quick View submenu. Multiple alerts are arranged chronologically.
2. To close the alert panel, click the **Exit** button.



Alerts on Windows

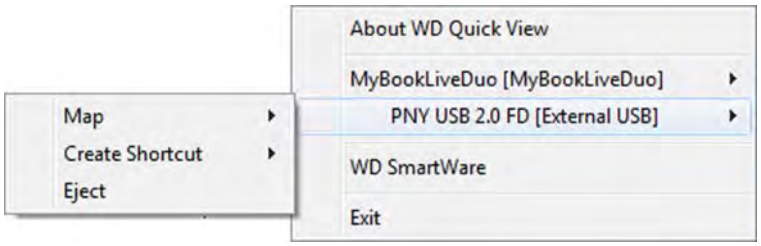


Alerts on Mac OS X

3. Click the **OK** button to close.

Ejecting A USB Storage Device Using Quick View

1. Left- or Right-click the WD Quick View icon in your system tray.
2. Select your USB Storage Device then **Eject** from the Quick View menu. Your USB will eject from your system.



Uninstalling the WD Quick View Icon

Windows

On Windows XP, click **Start > Control Panel > Add or Remove Programs**, then uninstall WD SmartWare.

On Windows Vista/Windows 7, click **> Control Panel > Programs > Programs and Features**, then uninstall WD SmartWare.

The System Tray no long contains the WD Quick View icon .

For more information on uninstalling QD Quick View, see Knowledge Base Answer ID 5373.

Mac OS X

1. On the desktop, click **Finder**, then select **Applications** from the Favorites area.
2. In the Applications list on the right of the screen, double-click **WD Quick View Uninstaller**.
3. Click **Continue**. A login window displays your Mac user name.
4. Enter your Mac password and click **OK**.
   The menu bar no longer contains the WD Quick View icon .

6

Using the My Book Live Duo Dashboard

Launching the My Book Live Duo Dashboard
Starting the My Book Live Duo Dashboard
Understanding Dashboard Components
Obtaining Customer Support
What Can I Do Now?

Use the My Book Live Duo dashboard to configure settings and to manage the My Book Live Duo device as you prefer. For example, you can set up user accounts and restrict access to the files on your My Book Live Duo drive, set up folders for storing files, and customize the drive to suit your needs.

This chapter introduces you to the My Book Live Duo dashboard and gets you started.

Launching the My Book Live Duo Dashboard

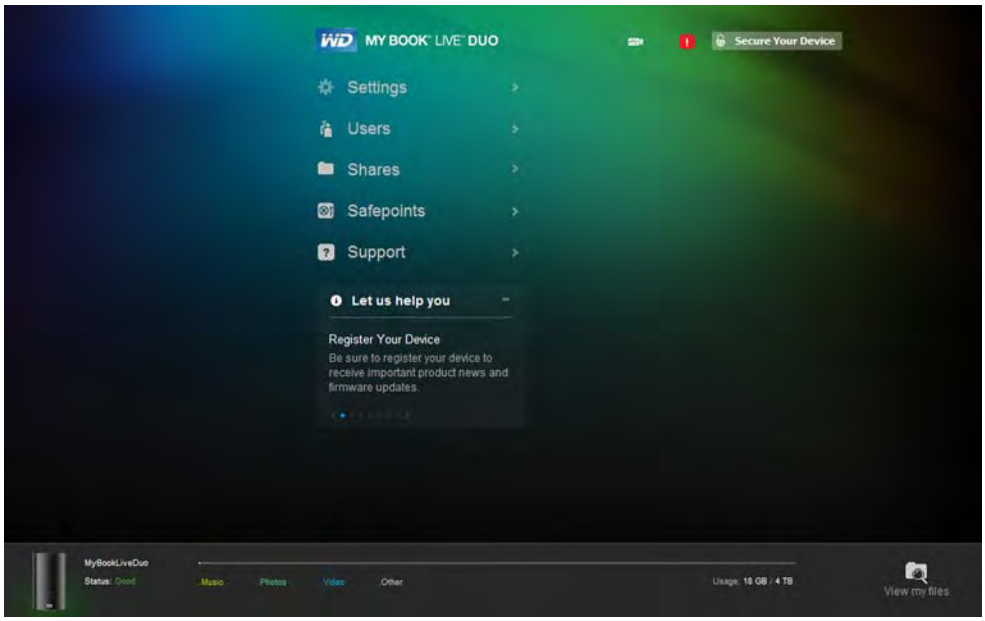
Use one of the following methods to launch the dashboard:

IF you want to launch from . . .	THEN . . .
Dashboard Desktop Icon	• Double-click the Dashboard icon on your Desktop. *Note:* The icon only displays on your desktop if you check Create Shortcut on the final screen of the online setup software wizard.
A browser or Windows Explorer,	1. Use the name or IP address of your My Book Live Duo device as the address (or URL): 2. Click **Go**.
WD Quick View icon,	1. Left- or right-click the WD Quick View icon. 2. Select your My Book Live Duo device and then **Dashboard**.
WD SmartWare,	1. On the Home screen, select your My Book Live Duo drive. 2. Click the **Settings** tab to display the Main Settings screen. 3. Click **Setup Drive** button.
Windows 8,	1. In the Toolbar, select the File Explorer icon. 2. In the left panel, select Network. 3. In the right panel, Locate your My Book Live Duo drive under Storage. 4. Double-click the drive, or right-click and select **View device webpage** from the resulting menu.
Windows 7/Vista,	1. Click **> Computer**. 2. In the left panel, select **Network** 3. In the right panel, Locate your My Book Live Duo drive under Storage. 4. Double-click the drive, or right-click and select **View device webpage** from the resulting menu.

IF you want to launch from . . .	THEN . . .
Windows XP,	1. Click **Start** > **My Network Places**. 2. Locate your My Book Live Duo drive. 3. Double-click the drive or right-click and select **Invoke**.
My Book Live Duo Setup Application,	• Select **Dashboard** on the online setup software wizard final page.
Mac OS X,	1. Click the Safari icon **> bookmark icon > Bonjour**. 2. Double-click the My Book Live Duo drive on the network.

Starting the My Book Live Duo Dashboard

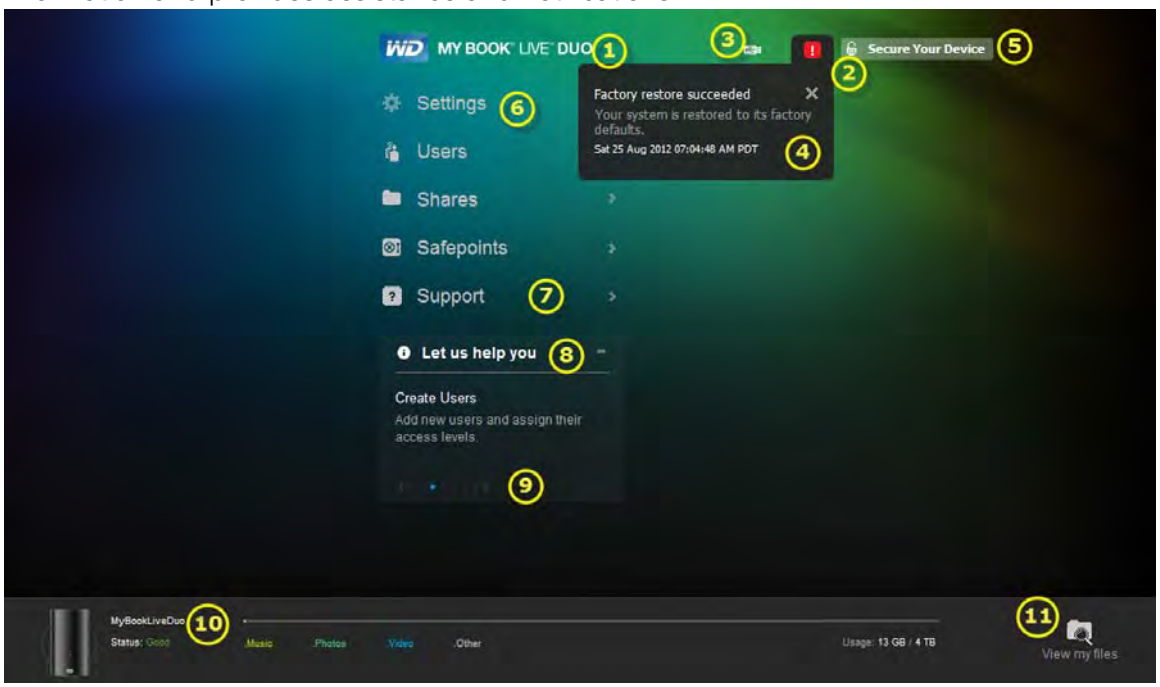
1. Use one of the options outlined in “Launching the My Book Live Duo Dashboard” on page 53 to access the My Book Live Duo Dashboard:



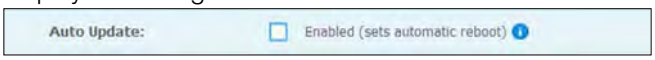
When you select an option on the screen, the navigation panel slides to the left and the selected page appears.

Understanding Dashboard Components

The typical My Book Live Duo dashboard page offers options for viewing and entering information and provides assistance and notifications:



No.	Item	Description
1	Device Name	The name of the My Book Live Duo drive. You can change the default name to one of your own choosing. (See “General” on page 59.)
2	Alerts icon	Displays or hides a drop-down list of all messages and alerts.
3	USB icon	Displays a capacity bar showing how much storage space on an attached USB storage device has been used.
4	Alerts & Events list	Displays all messages and alerts. If desired, close an individual alert by clicking the X in its right corner.
5	Secure Your Device/Logout	Enables you to enter a username and password, if desired. A logout link displays if you use a password to access the My Book Live Duo dashboard.
6	Navigation panel	Roll the mouse over a link to display information about a page. Click to display the associated page.
7	Support	Provides links to product documentation, a user forum, FAQs, and a customer support contact form.
8	Let us help you	Displays information about performing the tasks noted in the scrolling list below. The **+** or **-** sign enables you to show or hide the scrolling display. Navigate through the tasks by clicking the back **<** and next **>** arrows beside the blue dots below the task.
9	**>** or **V** buttons	Displays and hides screen sections.

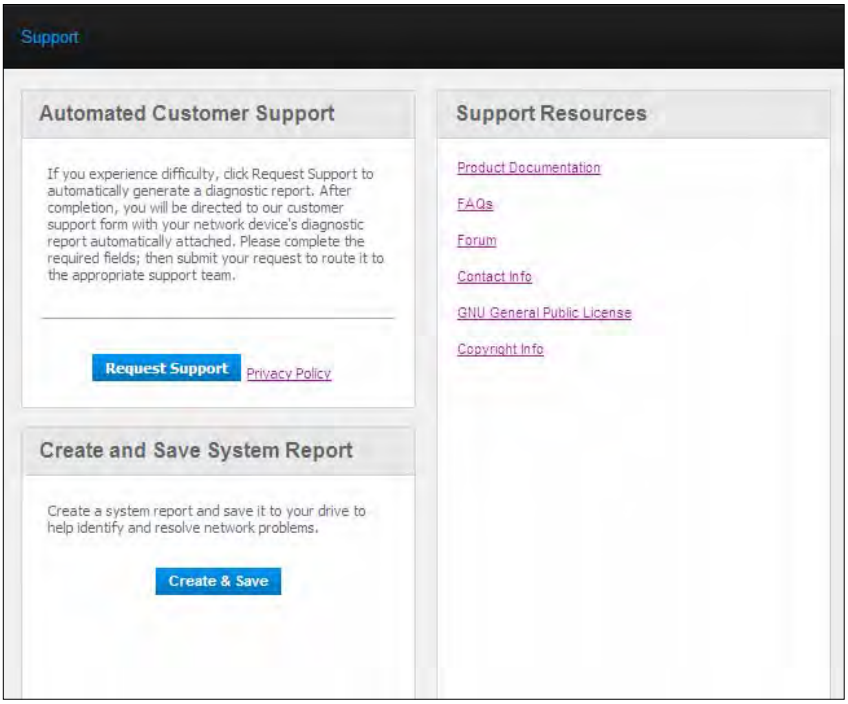
No.	Item	Description
10	Device usage dock	Displays the device name, information about the type of files stored, currently used capacity and system status.
11	View my files	Click this icon to display the Public folder for your device.
*	Processing icon	Displays when the system is processing information, for example, saving settings.
*	Tool tips icon	Displays to the right of some items:  Provides a brief explanation when you roll the mouse over the icon.

** Not shown in screen example.*

Obtaining Customer Support

To open the Support page:

1. Click the **Support** option in the navigation panel to display the Support page:



Sending Your Log Files to Customer Support

If you have a problem with the My Book Live Duo drive, complete the online form on the Support page to generate a log and send it to WD's Customer Support team. Another option is to manually generate a system log and save or email it.

- To run a system report and send it to WD Customer Support automatically:
  - Click the **Privacy Policy** link to review WD's privacy policy.
  - Click the **Request Support** button.
  - Sign into the WD Knowledge Base (*http://support.wdc.com*), if you have not previously done so.
  - Complete and send your request.
- To run and save a system report manually, click the **Create & Save** button. Then save it to your computer. If desired, email it to WD Customer Support.

Obtaining Other Support

- To obtain the most recently updated user manual, click the **Product Documentation** link.
- To see answers to frequently asked questions and instructions, click the **FAQs** link.
- To discuss your My Book Live Duo device with other users, click the **Forum** link.
- To see WD phone numbers and other contact information, click the **Contact Info** link.

What Can I Do Now?

The next few chapters step you through the procedures for using the My Book Live Duo dashboard. The following table provides shortcuts to instructions for some common tasks.

How do I ...	See ...
Request assistance from Customer Support,	page 56
Set up the drive on my network,	page 64
Configure drive settings,	page 59
Update My Book Live Duo firmware,	page 61
Create users,	page 78
Change a user's password,	page 80
Create shares,	page 82
Access private shares,	page 82
Back up the My Book Live Duo device by creating and restoring safepoints,	page 86
Shut down or reboot the My Book Live Duo device,	page 68
Enable or disable remote access (WD Photos and WD 2go),	page 94
Enable, disable, and use media servers,	page 112

7

Configuring Basic Settings

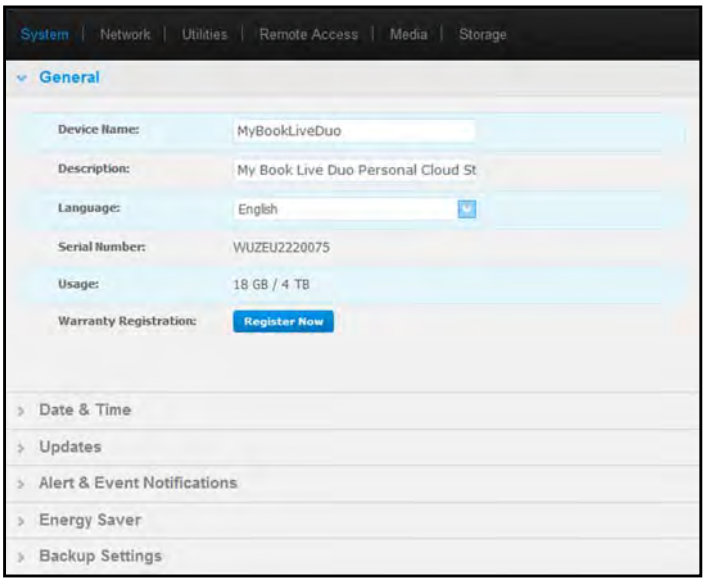
System Settings
Network Settings
Utilities Settings
Remote Access Settings
Media Server Settings
Storage Settings

The Settings option enables the Administrator to view and customize the drive's system, network, utilities, remote access, and media settings.

System Settings

To select the Settings options:

1. On the navigation panel, click **Settings** to display the tabbed pages: **System**, **Network, Utilities, Remote Access, Media,** and **Storage**. Note that **Settings** is highlighted in blue:



2. The Settings home page contains the following expandable sections: **General, Date & Time, Updates, Alert & Event Notifications**, **Energy Saver**, and **Backup Settings**. To display or hide a section, click the arrow beside the section name or click the section name itself.

General

Use the General section of the page to view and modify the drive name and description, select the language in which the web pages should display, view usage of storage space, and register the drive.

WARNING!	Renaming the My Book Live Duo device forces all the network computers to remap their shared network resources. Change the device name only when necessary.

1. View or modify the following settings:

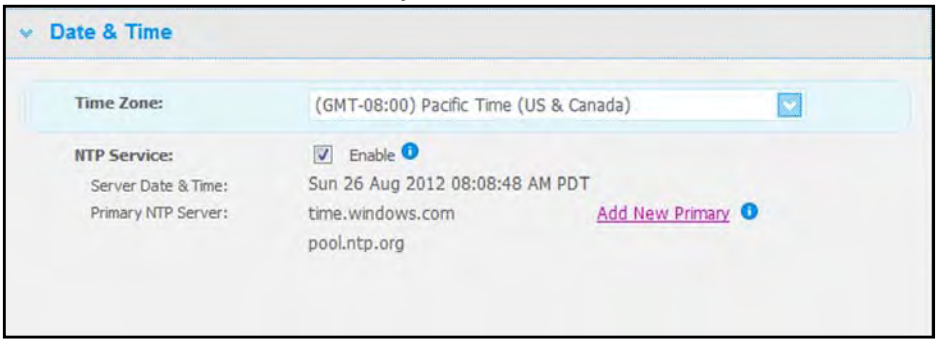
Device Name	Enter a unique name for your drive to identify it on the network.
Device Description	The default description is My Book Live Duo device. If desired, enter a different description.
Language	From the drop-down list, select the language in which you want the My Book Live Duo web pages to display. The default language is English.
Serial Number	Displays the WD-assigned number that identifies the specific unit.
Usage	Displays the storage capacity used and the total storage capacity.
Warranty Registration	Click **Register Now** and follow the prompts to register your drive.

2. If you made any changes, click the **Save** button that appears below the section.

Note: Throughout the My Book Live Duo dashboard, the Save and Cancel buttons display only if you make changes.

Date & Time

The date and time are synchronized to the NTP (network time protocol) server by default. You have the option of setting the date and time manually or allowing the NTP to access the Internet and automatically set the time. If you are not connected to the Internet, you must enter the date and time manually.



1. View or modify the following settings:

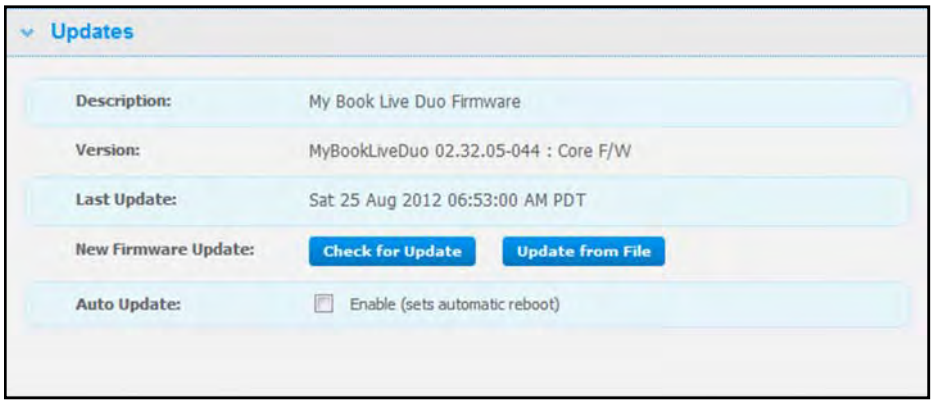
Time Zone	From the drop-down list, select the time zone where your drive is located.
NTP Service	Select the check box to enable NTP service, which automatically synchronizes your drive to update the time and date. If you want to change to another primary NTP server, click **Add New Primary**, and then enter the URL address of the new primary server.
Date	This field appears if the NTP Service check box is not selected. From the drop-down list, select the current month, day, and year

Time	This field appears if the NTP Service check box is not selected. From the drop-down list, select the current hour, minutes, and time period (i.e., AM, PM).

2. If you have made any changes, click the **Save** button.

Updates

This section of the page enables you to set up the drive to update the firmware automatically or to manually check for an update file:



A description, current version number, and date of last update of the My Book Live Duo Firmware display.

Important: Wait for the My Book Live Duo drive to finish powering up (approximately three minutes) before configuring the drive. You will know it is ready when the LED turns solid or blinking green (normal) or blue (standby).

Check for Update

To manually check for new firmware availability and to optionally install new firmware:

1. Click the **Check for Update** button. The “Checking” message displays. If an update is found, click **OK**.
2. If desired, click the **Install & Reboot** button. A progress bar displays. When the process is complete, the network drive reboots.

Update from File

To update the firmware manually:

1. Go to the WD Tech Support Downloads page at *http://support.wdc.com/product/download.asp*.
2. On the Downloads page, select **Network Storage**.
3. Select **My Book Live Duo**.
4. A firmware file is provided. Download the file and save it to your desktop.
5. On the Updates tab. click the **Update from file** button.

6. Select the file saved on your hard drive and click the **Open** button. A message prompts for confirmation that you want to update now. Click **OK**.
7. An "Installing Update" progress bar displays, and when installation is complete, the drive reboots.

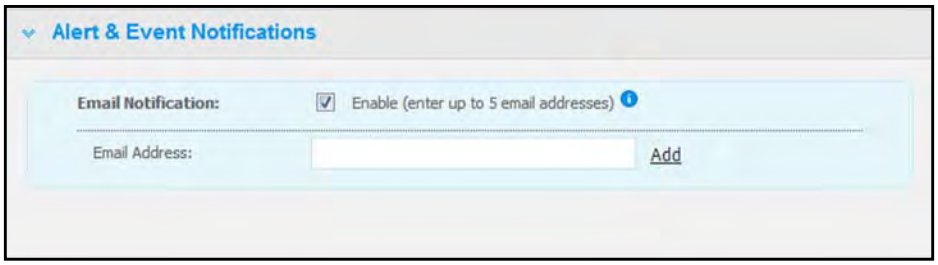
Auto Update

To automatically check for and update the firmware:

1. For **Auto Update**, select the **Enabled** check box.
2. From the drop-down lists, specify the frequency and time at which the drive should look for an update on the WD website, and if one is available, to automatically install it and reboot.
3. Click the **Save** button.

Alert & Event Notifications

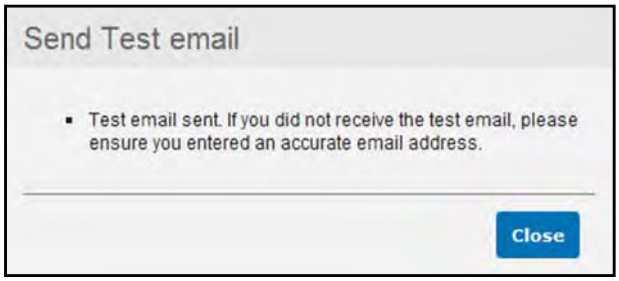
The Alert & Event Notification section of the page enables you to add or delete email addresses of up to five users who will receive notifications. The notification may concern system conditions, such as over temperature, or hard drive, volume, and network status. These alerts help the Administrator manage and detect events or errors.



To add or delete an email address:

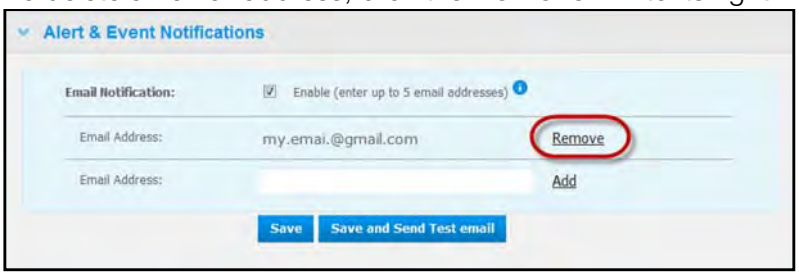
1. Select the **Enable** check box.
2. Enter the email address of a recipient and click the **Add** link.
3. Click the **Save and Send Test email** button.

   The following message displays:



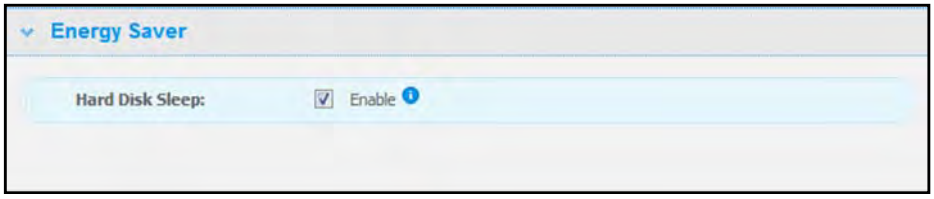
4. Click **Close**.

5. To delete an email address, click the **Remove** link to its right.



Energy Saver

If the Hard Disk Sleep function is enabled, the hard drive goes into standby mode to save power after a designated period of inactivity. Hard Disk Sleep is enabled by default.



To enable Hard Disk Sleep:

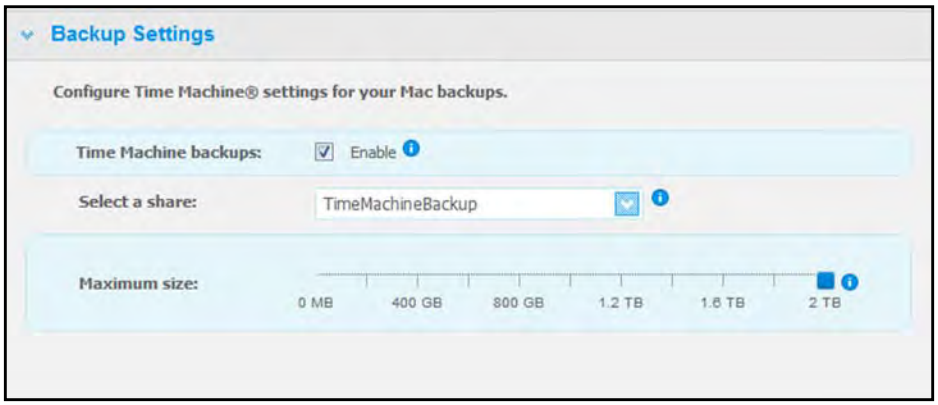
1. Select the **Enable** check box next to **Hard Disk Sleep**.
2. Click the **Save** button.

To disable Hard Disk Sleep:

1. Clear the **Enable** check box next to **Hard Disk Sleep**.
2. Click the **Save** button.

Backup Settings (For Mac OS)

The Backup Settings section of the page allows you to configure your Time Machine® settings for your Mac backups. Using the Backup Settings, you can indicate the maximum amount of space you'd like to use on your Time Machine to backup your files.



To set your Time Machine quotas:

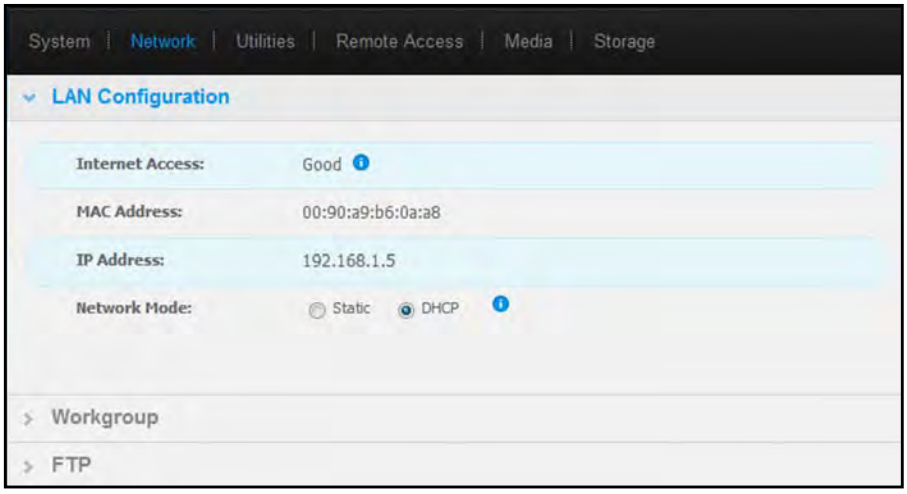
Note: The maximum size cannot be increased after the initial backup. WD recommends leaving this setting on the maximum permissible value for your initial backup. Once the initial backup is complete, you can change this setting using the slider above.

1. Select **Enable**, if not already selected.
2. Select a share where you'd like to save the backup from the pull-down menu.
3. In the Maximum size field, move the slider to the maximum size setting.
4. Click **Save**.
5. Once your initial backup has been created, access Network>Backup Settings panal again.
6. In the Maximum size field, move the slider to the maximum size setting you'd like to use for your backup.
7. Click **Save**.

Important: Once your Time Machine begins to back up your files to a selected share, we recommend that you continue to back up to that share. Switching shares generates a new backup file which will not contain your previously saved information.

Network Settings

The **Network** tab displays the drive's MAC and IP addresses. You can set network options such as network mode, enable FTP protocol for secure file transfer, and create a workgroup:



LAN Configuration

1. View or modify the following LAN (home or office network) settings:

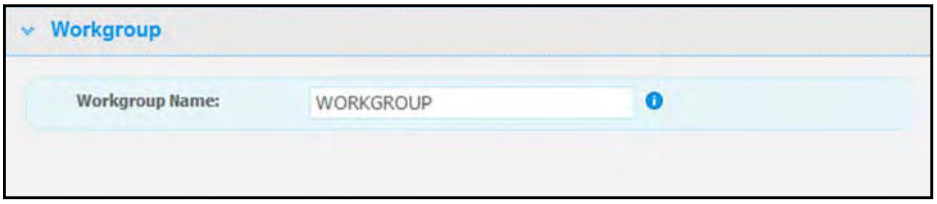
Internet Access	The current status of internet connectivity for network functions such as NTP, firmware update checks, and remote access connections.
MAC Address	Uniquely identifies the drive.
IP Address	Identifies the current IP address.

Network Mode	Select the method of assigning the drive's unique IP address: • DHCP Client causes the My Book Live Duo device to obtain an IP address and associated settings automatically from the local DHCP server, or • Static IP lets you set an IP address manually. You will be prompted for IP Address, Netmask, Gateway, and DNS Server. (If you don't know this information, please check your router settings.)

2. Click the **Save** button.

Workgroup

A workgroup is a name you assign to each member of a group of computer network devices in a network environment. The devices that have the same workgroup name can easily exchange information through the network. A workgroup does not require a central server:



To name or rename a workgroup:

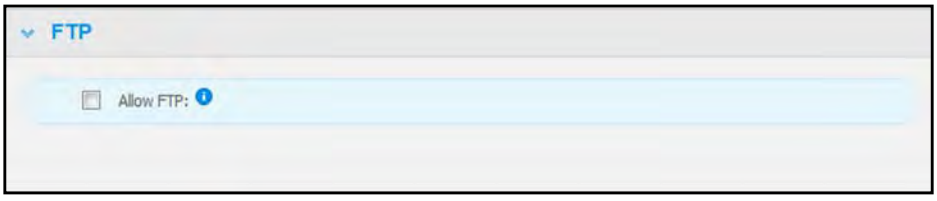
1. Enter a name for the workgroup.
2. Click the **Save** button.
3. Repeat steps 1 - 2 for each device in your workgroup.

FTP

File Transfer Protocol enables the transfer of data from one computer to another through a network. FTP is disabled by default.

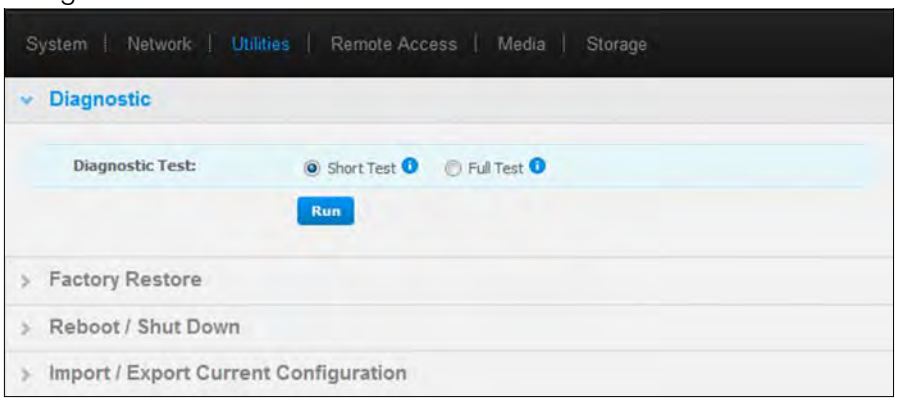
Note: An FTP requires a username and password. Anonymous FTPs are not allowed. See "Creating a User" on page 78 for information on creating a username and password.

1. Select the **Allow FTP** check box to enable it.
2. Click the **Save** button.



Utilities Settings

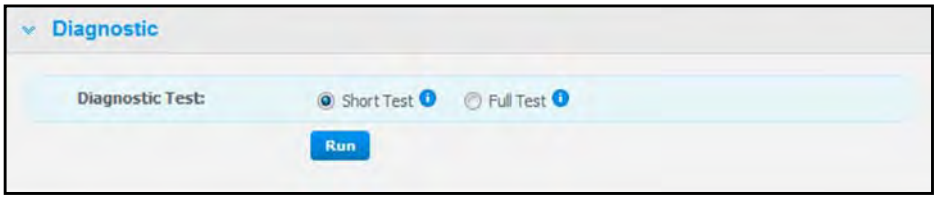
On the Utilities tab, you can test the network drive and get diagnostic information, restore the drive to factory defaults, reboot or shut down the drive, and import or export a configuration file:



Diagnostic

Run diagnostic tests if you are having problems with your drive. The short test checks the drive for major performance problems. The result of a short drive test is a pass or fail evaluation of the drive's condition. The short drive test can take several minutes to complete.

The more comprehensive drive diagnostic is the full test. It methodically tests each and every sector of your drive. You will be prompted as to the condition of the drive once the test is performed. The full drive test may take hours to complete, depending on the size and data configuration of your drive.



To run a test:

1. Select **Short Test** (default setting) or **Full Test**, and then click the **Run** button. A progress bar displays.

   Messages indicate that the test is running and whether the drive passed or failed the test.

2. If the drive passed the test, click the **Close** button to return to the Utilities page,

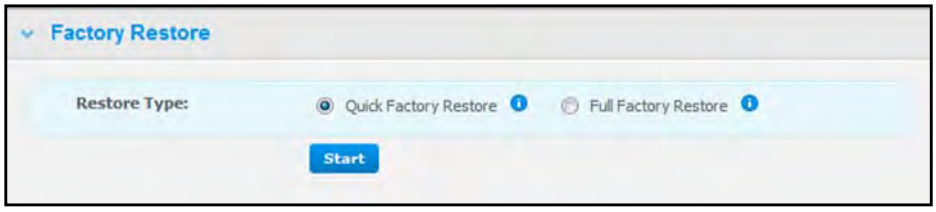
   If the drive fails the test, click the **Customer Support** button to get assistance.

Factory Restore

Note: For information about using the **Reset** button to return the password and network mode to factory settings, see “Resetting the My Book Live Duo Device” on page 128.

WARNING! The steps detailed below will result in loss of all data. This data cannot be recovered.

In this area of the Settings page, the Administrator can choose a short factory restore or a full one. The drive loses all information, and the Administrator password returns to none.



Note: A Quick Factory Restore formats the drive, while a Full Factory Restore securely erases the drive.

Important: You might want to export and save the drive's current configuration before restoring factory default settings so that you can import it afterwards. Note that importing a configuration in this case does not restore shares or users.

If you want to restore the complete contents of a My Book Live Duo device including user settings, backups, and data, use the safepoint feature described on page 86.

To restore factory defaults:

1. For **Restore Type**, select **Quick Factory Restore** (default setting) or **Full Factory Restore** and click the **Start** button.
2. When asked to confirm the action, click the **Yes** button to continue or the **No** button to return to the Utilities page.
3. When the progress bar displays, if you selected **Full Factory Restore** in step 1, but you change your mind, click the **Change to Quick Restore** button to start a Quick Factory Restore from the beginning.

WARNING! Interrupting the factory restore process may damage the My Book Live Duo drive. Wait until after the reboot to use the drive again.

At the end of the restore, the “Complete Restore Finished“ message displays, and the system reboots.

Reboot/Shutdown

You can safely reboot and shut down your My Book Live Duo drive using two methods.

- Reboot/Shut Down section of the Utilities screen (discussed in this section),
- WD Quick View icon (see “Safely Shutting Down” on page 49).

If you are unable to shut down by either method, see “I am having trouble safely shutting down the My Book Live Duo?” on page 130

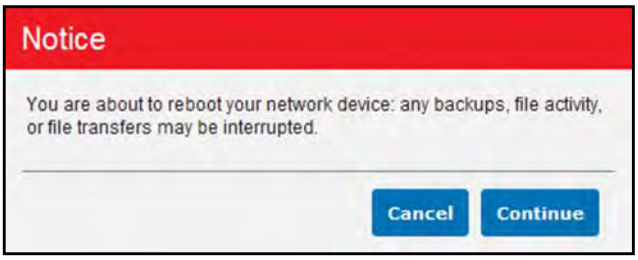
Important: Before rebooting or shutting down, make sure that there are no file transfers in progress. Check the LED on the front of the drive to make sure it is not blinking. Blinking indicates that the unit is processing information (for example, backing up or transferring files).

WARNING! Do not unplug the drive during reboot or shutdown.

To reboot your drive:

1. Click the **Reboot Device** button.

The following message displays:



2. If the drive is not processing information, or it is but you choose to proceed, click the **Continue** button. The following message displays:

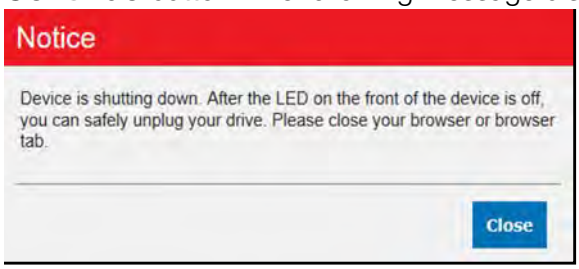
The drive shuts down and then restarts. Wait until the green LED is solid before resuming work with the My Book Live Duo drive.

To shut down the drive:

1. Click the **Shutdown Device** button.

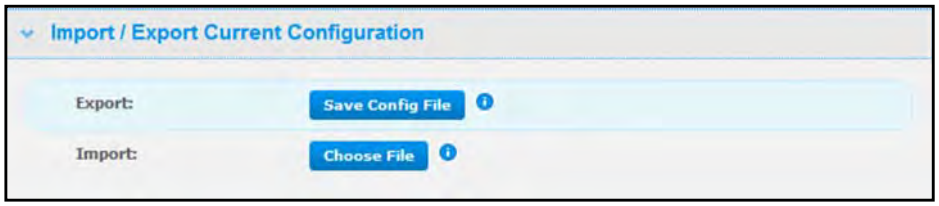
2. A message reminds you that shutting down may interrupt important processes.

3. If the drive is not processing information, or it is but you choose to proceed, click the **Continue** button. The following message displays:



4. Click the **Close** button to close the message.
5. When the LED on the front of the device is off, you can safely unplug your drive.
6. Close the browser.

Import/Export Current Configuration



Important: Before doing a factory restore or a system update, you may choose to save your drive's current configuration. At a later time, you can import a previously saved configuration. Keep in mind that importing a configuration after restoring factory defaults does not restore shares or users.

To save the current configuration:

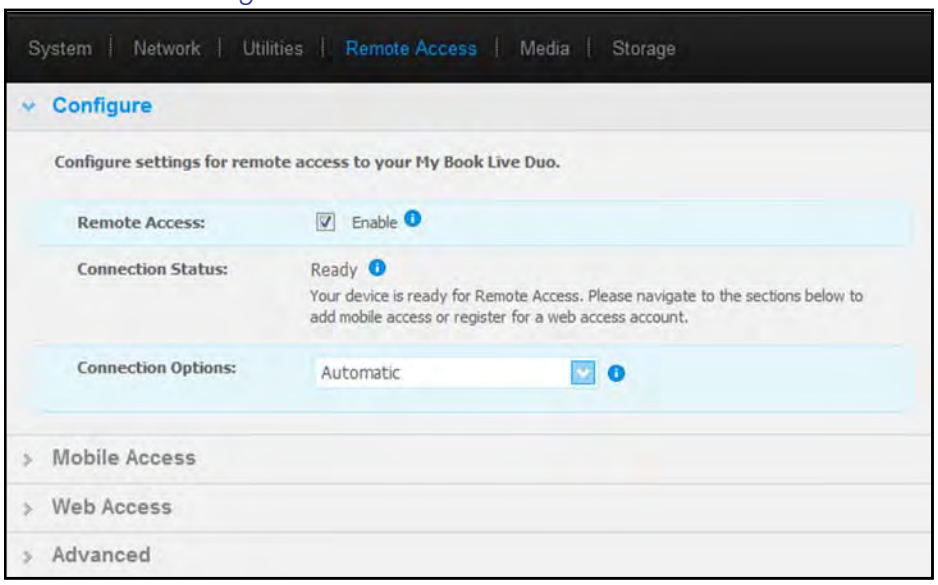
1. In the **Export** section, click the **Save Config File** button.
2. Browse to the location where you want to save the file and click the **Save** button.

To replace the current configuration:

1. In the **Import** section, click the **Choose File** button and browse to locate the replacement file.
2. Click the **Import** button, and when the confirmation message displays, click **OK**. The My Book Live Duo device reboots.

Remote Access Settings

The Remote Access page enables you and other users to access your files on the go. You can access photos and files stored in the My Book Live Duo device using the WD Photos and WD 2go mobile apps and set up remote and secure web access to stored files by means of the *WD2go.com* website.

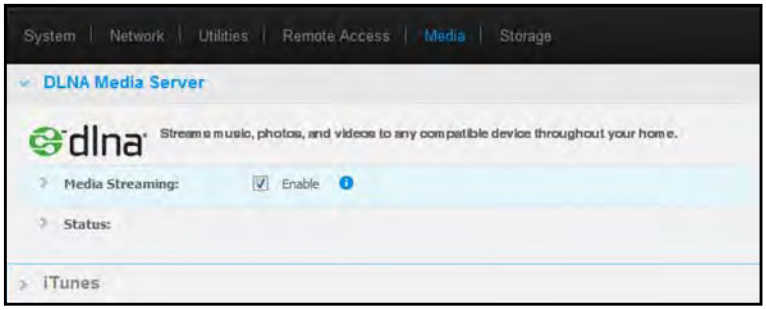


For instructions on setting up remote access on this page and then using the WD Photos and WD 2go, see "Accessing Your My Book Live Duo Remotely" on page 94.

Media Server Settings

The Media page enables you to define DLNA (Digital Living Network Alliance) access so that you can enjoy media in every room in your house.

Note: DLNA and ITunes only works on your network.



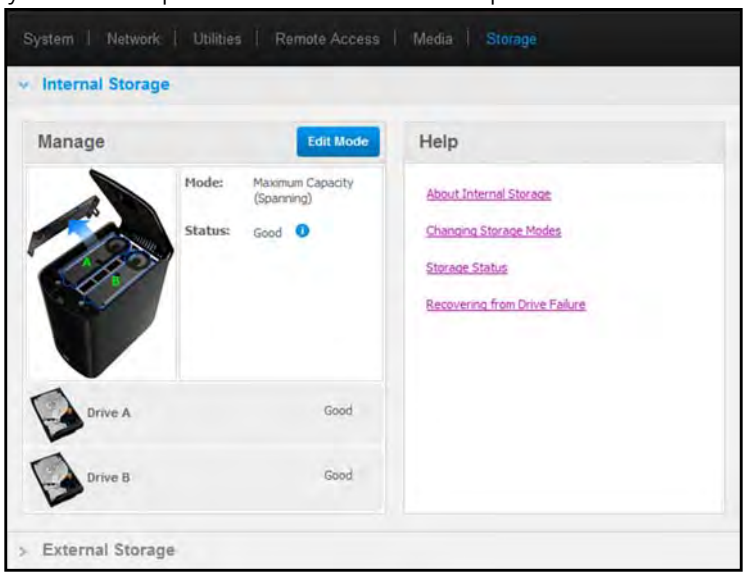
For instructions on configuring your DLNA Media Server and ITunes settings on this page and then displaying or streaming media, see "Playing/Streaming Videos, Photos, & Music" on page 112.

Storage Settings

The Storage page enables you to specify how your My Book Live Duo device will store your data and to monitor the storage status. You can configure the internal drives to act as one big fast drive, or set them up so that one drive automatically and instantaneously duplicates (or mirrors) your data for real-time backup. You can also view the details of your external USB drive.

To determine which storage type to use, consider the attributes of each:

- **Maximum Capacity (Spanning)**—Maximum Capacity (Spanning) combines all the drives in a system into one big volume so that they act like one giant drive.
- **Maximum Protection (RAID 1)**—Sets the system to data protection mode (also known as mirrored mode) and the capacity is divided in half. Half of the capacity is used to store your data and half is used for a duplicate copy. If one drive goes down your data is protected because it is duplicated.



Note: Putting your drive into Raid1 is not the same as backing up your drive. Although it does store your data, it can not be used to recover your data from a critical loss.

Monitoring Storage Status

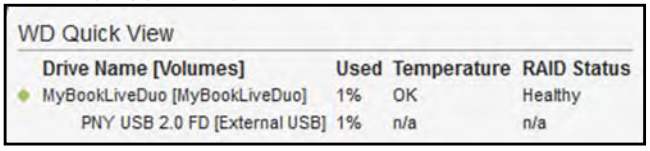
1. Click the **Storage** tab. The Monitor screen appears, showing the type of configuration your My Book Live Duo device is set to. The default is Maximum Capacity (Spanning). This screen also displays the status of your drives.

   For the maximum capacity storage type, the drive status may be:
   - Good
   - Failed—If a drive has failed, you cannot access your data.

   For the maximum protection storage type, the drive status may be:
   - Good
   - Failed—Indicates which drive failed. Once you replace the drive, you can access your data.
   - Building—When you replace a faulty drive or after converting from one storage type to another, the system is rebuilding the configuration.

2. To view details about the drive, click its icon. Details include:
   - Model Number
   - Manufacturer
   - Serial Number
   - Size (e.g., 1 TB)
   - Self Assessment Test result.

   Note: Another way to monitor storage is to use the Quick View menu, which displays the status of the storage drives and an attached external USB device (if applicable). For more information, see "Monitoring Storage" on page 49.

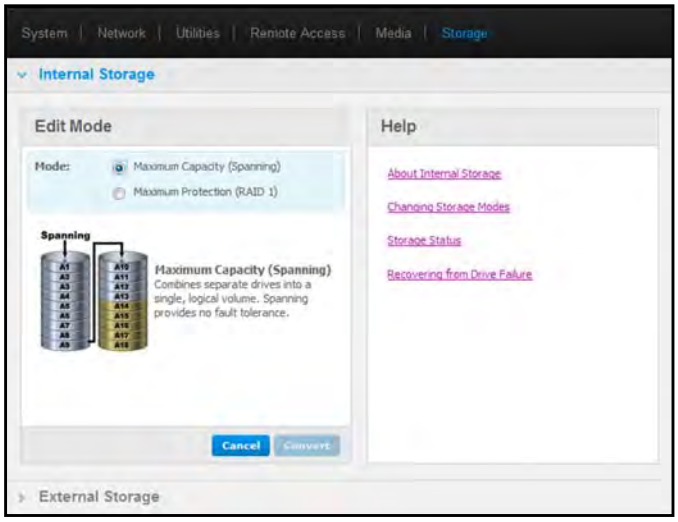


Changing the Storage Type

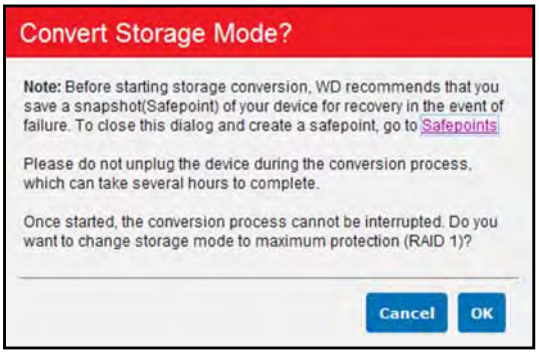
To switch from one storage type to another:

Important: Before changing the storage type (Maximum Capacity to Maximum Protection and vice versa), we recommend that you first create a safepoint to back up your data. See "Creating a Safepoint" on page 86.

1. Click the **Edit Mode** button to display the Edit Mode screen.



2. Select the desired storage type and click the **Convert** button. The “Convert Storage Mode” message box displays, informing you that the conversion will take a few hours, depending on the amount of data contained on your drives), that you cannot undo the process once it starts, and that you shouldn’t unplug the unit while the conversion is taking place. Conversion rates depend on the type of configuration and the amount of data on the My Book Live Duo. After a conversion, the My Book Live Duo device reboots.



   If a “Disk Space Insufficient” appears, you don’t have enough room left on the drives for maximum protection. Remove (delete or copy elsewhere) files until the stored total is less than 1 Tb (for a 2 TB drive).

   Note: The actual required stored total depends on the My Book Live Duo drive size.

3. The drive starts the rebuild process automatically. The rebuild may take up to 15 hours depending on drive capacity and activity, but typically will complete in 7 to 12 hours. Allow the RAID rebuild to complete.

Important: Do not attempt to use the device during the rebuild process.

4. Once the rebuild is complete, the LEDs will glow steadily to indicate power-on state.

Alerts

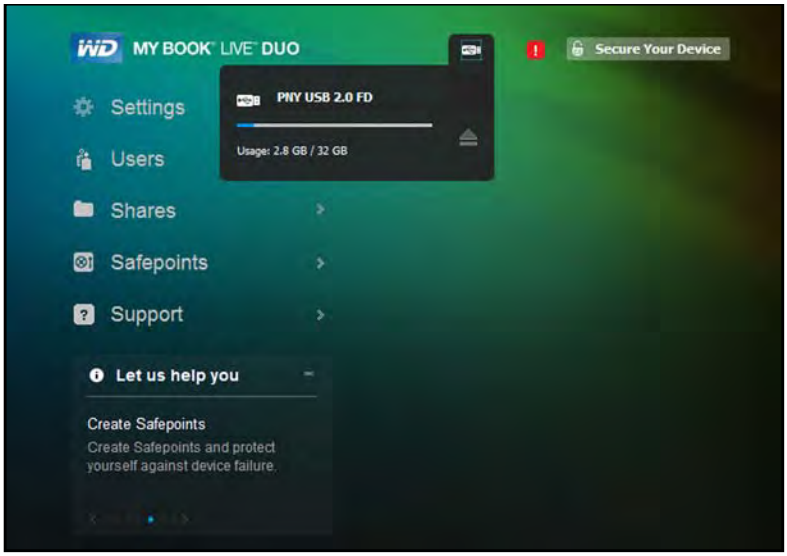
You may receive the following alerts related to storage status:

- Conversion successful
- Conversion Failed—The conversion process has stopped because of an error.
- Failed Drive—A drive has stopped operating, and you need to replace it.

USB Storage

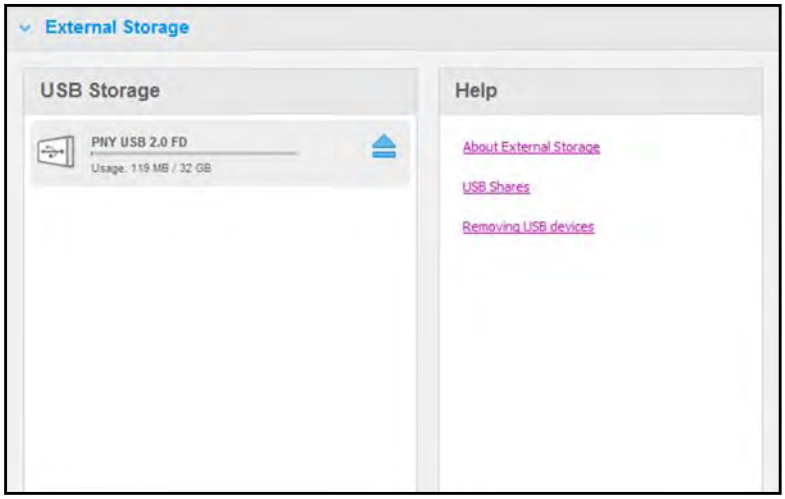
Note: The My Book Live Duo device works with both USB 2.0 and 3.0 storage devices; however, USB 3.0 storage devices may not perform at maximum performance speeds when used with the My Book Live Duo device.

When a USB storage drive is connected to the My Book Live Duo device, the USB icon appears at the top right of the screen. Click this icon to view the name assigned to an attached USB, capacity used, and to eject the USB, if desired.



External Storage

The External Storage section enables you to view the status of the USB storage device connected to the My Book Live Duo and to disconnect the device, if desired.



Monitoring USB Storage Settings

1. Click **External Storage**.
2. To view details about the USB Storage device, click its icon. Details include:
   - USB Device Name
   - Manufacturer
   - Model
   - Serial Number
   - Size (e.g., 1 TB)

Ejecting a USB Storage

Safely ejecting your USB storage device helps to prevent data loss. There are three ways to disconnect your USB device:

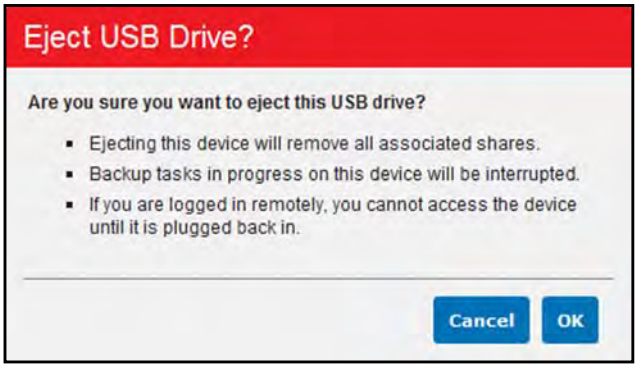
Ejecting via USB Icon:

1. Select the USB Icon at the top of the screen, then click the eject button for the USB device. The “Eject USB Drive?” message displays, informing you that ejecting the device will remove associated shares, backup tasks for the drive will be interrupted, and that you won’t be able to remotely access the drive once it is ejected.
2. Click **OK** to eject the USB drive.

Ejecting via USB Storage Section:

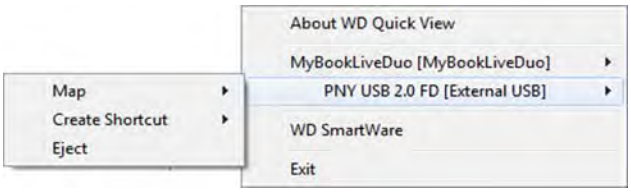
1. In the External Storage section, click the eject button for the USB Device. The “Eject USB Drive?” message displays, informing you that ejecting the device will remove associated shares, backup tasks for the drive will be interrupted, and that you won’t be able to remotely access the drive once it is ejected.

2. Click **OK** to eject the USB drive.



Ejecting via Quick View:

1. Left- or Right-click the WD Quick View icon in your system tray.
2. Select your **USB Storage Device** then **Eject** from the Quick View menu. Your USB will eject from your system.



8

Managing Users

Viewing Users
Creating a User
Creating a Private Share for a User
Changing a User's Password
Editing User Settings
Deleting a User

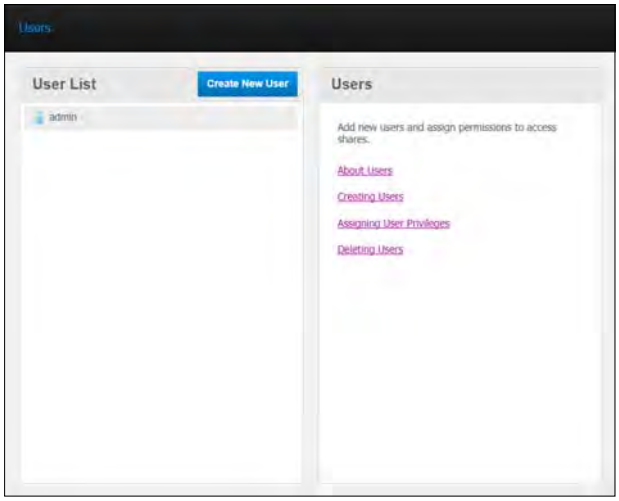
The Administrator creates accounts for others who will have access to the My Book Live Duo drive. These accounts are referred to as users. Users have full access to their own private shares, to public shares, and limited access to the shares of other users.

Note: The Administrator, normally the owner, is the person in charge of setting up computers on the network.

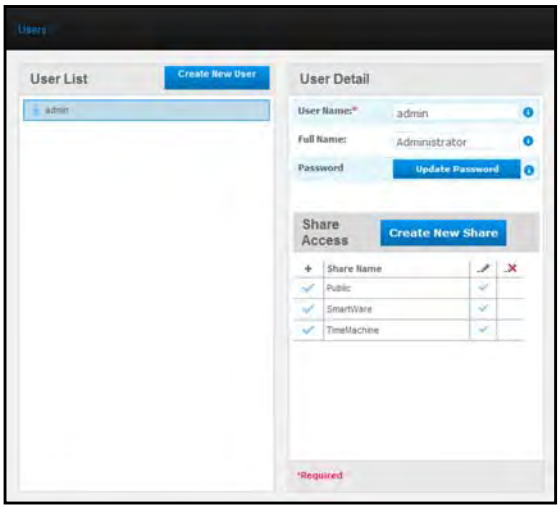
The Users option on the navigation panel lists current users and enables the Administrator account to view user details, create new users, grant a user access to existing shares, and create shares.

Viewing Users

1. On the navigation panel, click **Users** to view a list of current users on the panel on the left, and links that display online Help in a panel on the right:



2. To view user details, click the **user name**. User Detail and Share Access display in a panel on the right.



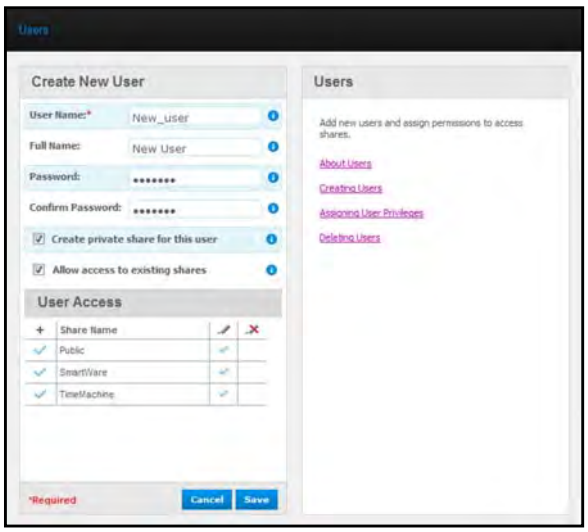
Creating a User

The Administrator can create users and limit what shares they can access.

Full access—Allows the user to read, write, and delete files on the share.

Read-only access—Restricts the user to only viewing files on the share.

1. Click the **Create New User** button. The Create New User panel slides down over the User List:

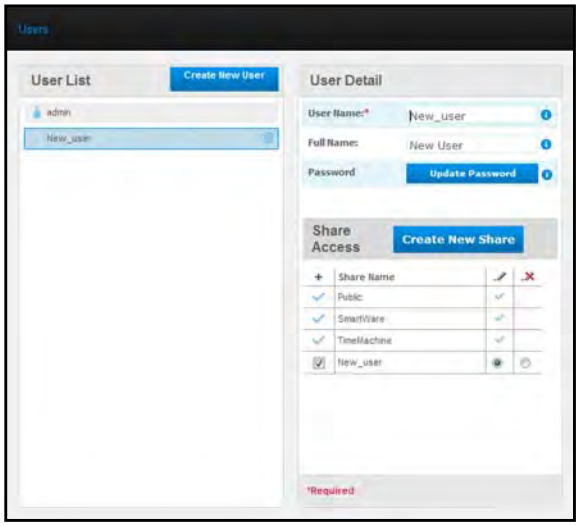


2. Enter all required information (indicated by red asterisk).
3. If desired, enter these optional settings:

Password/Confirm Password	If you want to set up a password for the user to prevent others from accessing the user's private share, enter a password for the user.
Create private share for this user	Select this option to create a private share with full access rights for the new user.

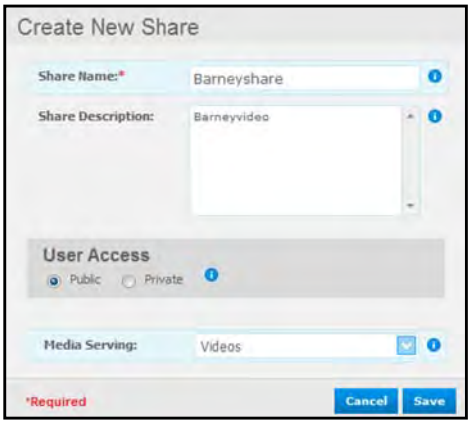
Allow access to existing shares	Select this option to grant the new user access to other shares. Select the check box next to each share the user can access, and then specify the level of access by selecting the full access or the read-only access icon. For example, the new user may be given read-only access to the family's photos or Mom's videos (so he can't change, delete, or add to them), but full access to Projects, so he can add, edit, or delete project files.

4. Click the **Save** button. The new user is listed in the User List, and the Share Access section moves to the right panel:



Creating a Private Share for a User

1. If you want to create a private share for the user, in the Share Access section on the right panel, click the **Create New Share** button. A Create New Share box displays over the page:



2. Complete all required settings (indicated by red asterisk) and any optional settings, as follows:

Share Name	Assign a name to the share that clearly indicates the type of files it will contain.
Share Description	Enter a brief description of the content in the share. Note that share descriptions must begin with an alphanumeric value and can contain up to 256 characters.

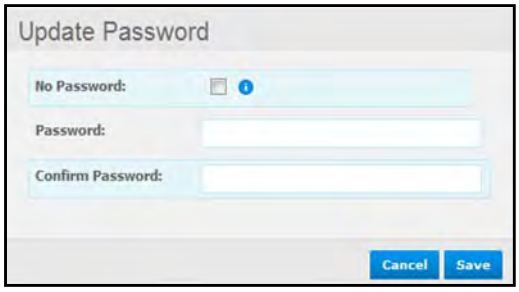
User Access	Select **Private** to limit the user's access to the share.
Media Serving	From the drop-down list, select All (for music, photos, and video) or None (excludes all media).

3. Click the **Save** button. The new share displays in the Share Access panel with the Private indicator displaying. Full access is automatically granted to the user.

Changing a User's Password

When viewing details about a user, the Administrator can change the user's password (no password is the default setting).

1. Select the user to display user details in the right column.
2. Click the **Update Password** button to display the following:



3. Enter the same password in both Password and Confirm Password fields; otherwise select the **No Password** check box.
4. Click the **Save** button.

Editing User Settings

1. To make changes to a user's profile, select the user in the User List. The User Detail and Share Access panels display.
2. Modify the required and optional settings as desired. To update the user's access to shares, make the necessary changes in the Share Access panel.
3. Click the **Save** button.

Deleting a User

You can delete all users except the Administrator.

1. In the User List, click the trash can icon to the right of the user's name.
2. In response to the confirmation message, click the **Delete** button.

9

Managing Shares

Viewing a List of Shares
Creating a New Share
Creating a New User
Making a Share Public
Deleting a Share
Opening a Share
Read-only or full access to the share

A share is an area on the My Book Live Duo drive for storing files (similar to a folder or directory).

Note: In this manual, we use the terms share and folder interchangeably.

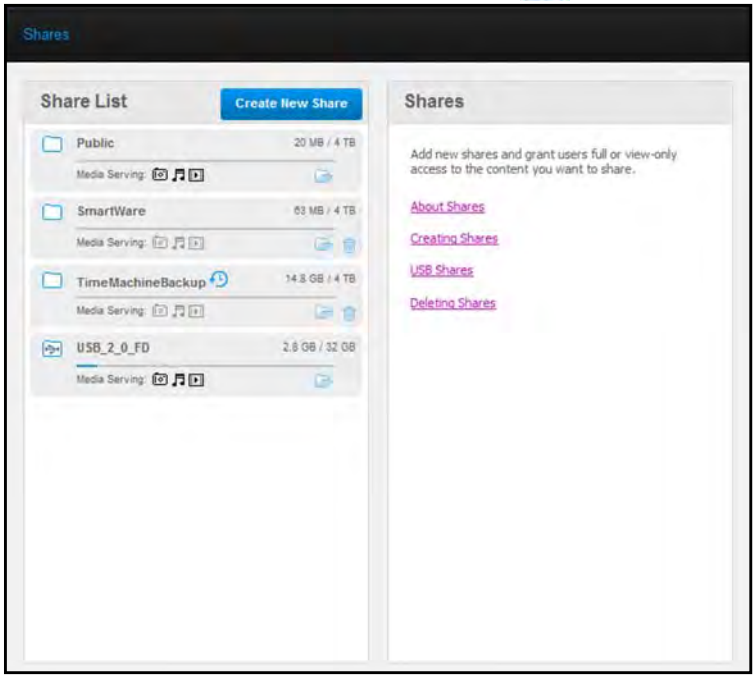
A share can be public so that all users can access the contents or private to limit access to selected users. The Shares option on the navigation panel displays a list of shares on the My Book Live Duo device and enables the Administrator to manage shares and user access.

Viewing a List of Shares

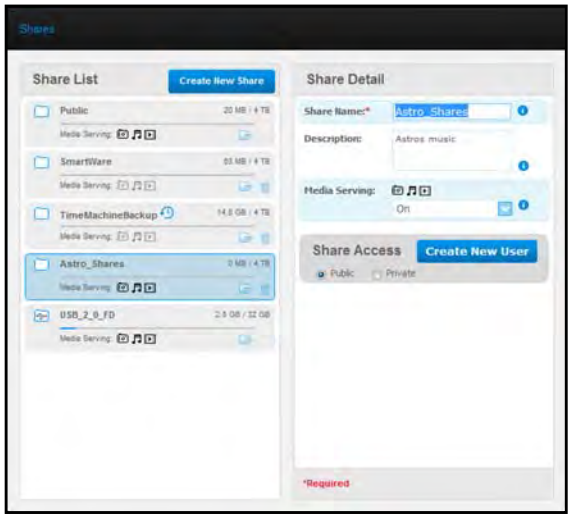
On the navigation panel, click **Shares** to display a list of shares on the My Book Live Duo drive. For each share name, the usage, type of media being shared (served), and remote access status display.

If the share is private, a lock icon displays to the left. This means that only users with special access rights may view or modify it. The right panel contains links to online Help.

If the share is a USB drive, the USB icon displays to the left.



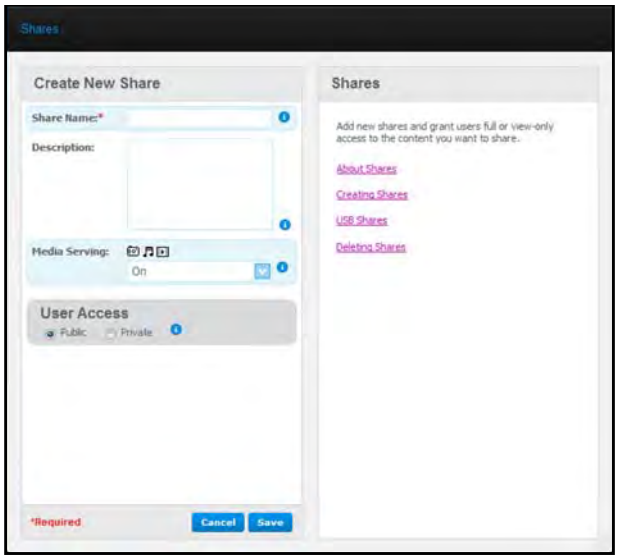
Click a share to display share detail and user access information in the right panel.



Creating a New Share

You can create a share and designate it as public or private. For example, if the share contains financial information, you may want to make the share private. Or, if there are photos you would like a friend to see, you can make the share public to certain users.

1. Click the **Create New Share** button above the Share Access list to display:



2. Complete all required settings (indicated by red asterisk) and any optional settings, as follows:

Share Name	Assign a name to the share.
Share Description	Enter a brief description of the share to remind yourself of what it contains. Note that share descriptions must begin with an alphanumeric value and can contain up to 256 characters.
Media Serving	From the drop-down list, select **On** to enable media serving for all media types (photo, music, and video). Select **Off** to turn off media serving.
User Access	Select **Public** if you want all users to have access to this share, or select **Private** to limit user access to this share.

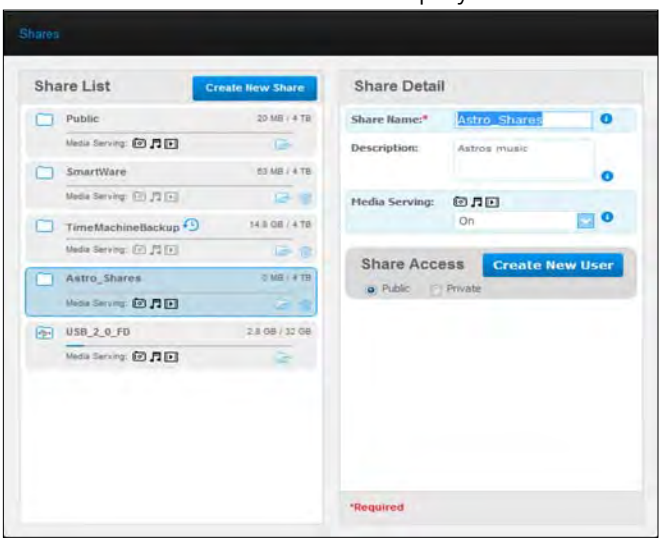
3. If you selected Private, the User Access panel displays.
4. To specify access to the new share, select the **+** (Add) check box next to the user's name, and then select either full access or read-only access. Full access means the user can make changes to the share, for example, by adding or deleting files. Read-only access means the user can only look at the files. If you do not want the user to have any access to the share, make sure the + check box is blank.

   For example, the Administrator (Dad) and Mom have full access to the family videos, but Sally can only view the videos.
5. Click the **Save** button.

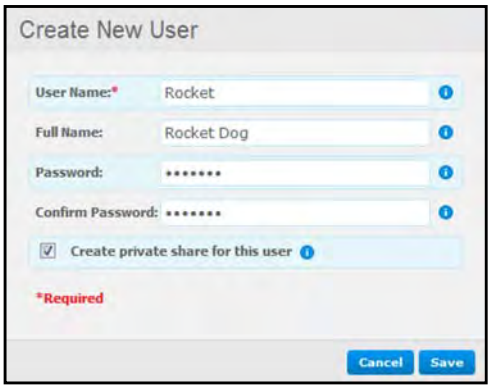
Creating a New User

While working with the Shares option, you may want to create a new user and assign share access privileges at the same time.

1. Select a share from the list to display share detail:



2. Click the **Create new user** button in the Share Access section on the right. A Create New User box displays over the screen:



3. Complete the information as you did in "Creating a User" on page 78.
4. Click the **Save** button.

Making a Share Public

If you decide there is no reason to limit access to a private share, convert it to a public share.

1. Select the private share in the Shares list and select the Public option instead of the Private option in the Share Access section of the right panel. The following warning message displays:

2. Select **Make Public** to make the selected share public; click **Close** to keep the settings the same without changing them.
3. Click the **Save** button.

Deleting a Share

1. In the Share List, click the trash can icon to the right of the share's name.

WARNING!	Deleting a share erases all files and folders on the share.

2. In response to the confirmation message, click the **Delete** button.

Opening a Share

You have several options for opening My Book Live Duo device's public and private shares to which you have access.

To open a private share, you must have:

- A user name and password assigned to your share name
- Read-only or full access to the share

IF you want to open a share using . . .	THEN for . . .
WD Quick View in the system tray (Windows),	**Public and Private Shares** 1. Left- or right-click the WD Quick View icon to display the main menu. 2. Click the My Book Live Duo device name, and then click **Open**. The shares display in Windows Explorer. 3. For a private share, if prompted for a user name and password, enter those associated with your user account on the My Book Live Duo dashboard. For a private share, if the user's name and password are the same as for logging into the computer, a user name and password are not required. If they are not the same, visit *http://support.wdc.com* and see Knowledge Base Answer ID 5681.

IF you want to open a share using . . .	THEN for . . .
WD Quick View in the menu bar (Mac OS X),	**Public and Private Shares** 1. Click the WD Quick View icon in the menu bar and move the cursor over the name of your My Book Live Duo drive to display the submenu. 2. Select **Open** on the WD Quick View submenu. The shares display in a second submenu. 3. Select the desired share. For a private share, if prompted for a user name and password, enter those associated with your user account on the My Book Live Duo dashboard (see “Creating a User” on page 78). For a Public share, if prompted for a user name and password, select **Guest**.
Windows 8,	1. In the Toolbar, select the File Explorer icon. 2. In the left panel, select **Network**. 3. Click **My Book Live Duo**. 4. Double-click the Public folder on your drive.
Windows Vista/Windows 7,	1. Click **> Computer.** 2. In the left panel, select **Network**. 3. Click **My Book Live Duo**. 4. Double-click the Public folder on your drive.
Windows XP,	**Public Share** 1. Click **Start > My Computer**. 2. Under Network Drives, double-click the Public folder on your drive.
Mac OS X,	**Public and Private Shares** 1. Open a Finder window and locate your My Book Live Duo drive under the **Shared** heading in the side bar. 2. Double-click the drive to display the Public share and any private shares to which you have access.

10

Managing Safepoints

Backing Up a My Book Live Duo Drive With Safepoints

Backing Up a My Book Live Duo Drive With Safepoints

With the included safepoint technology, you can automatically make a second copy of your My Book Live Duo data to store on another My Book Live Duo device, an available network share, or a USB drive. Now you have double-safe protection for all your media and ultimate peace of mind.

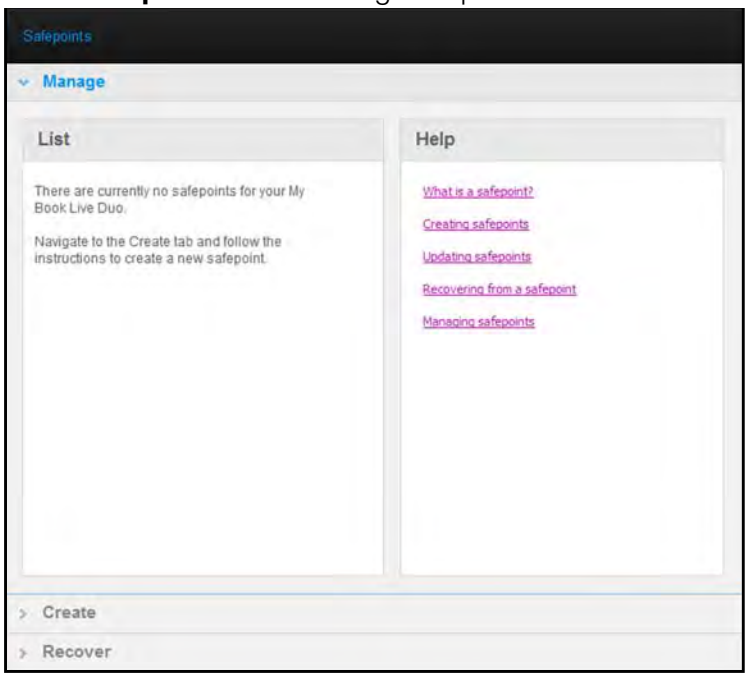
What is a Safepoint?

A safepoint is a snapshot of your My Book Live Duo device at a specific time stored on a compatible network-attached device such as another My Book Live Duo device. The safepoint is a collection of all of the data on your drive, including users, shares, WD SmartWare, Apple Time Machine, or Windows 8/Windows 7/Vista backups, and associated device configuration details. In the unlikely event that your My Book Live Duo device fails, you can completely recover your data from a safepoint to a factory-fresh My Book Live Duo device.

Creating a Safepoint

To create a safepoint for your My Book Live Duo device:

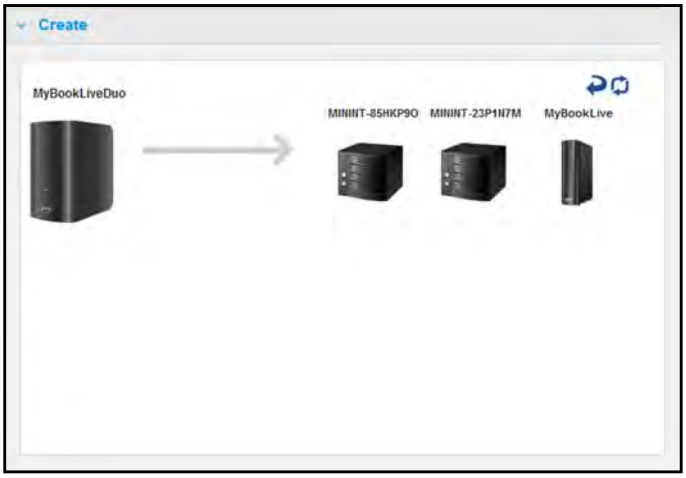
1. Click **Safepoints** on the navigation pane.



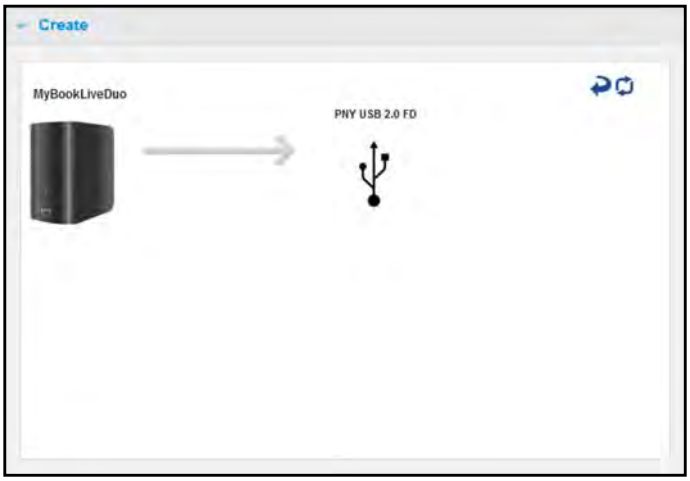
2. Click **Safepoint**.

3. Click the **Create** section.

4. Click either the **Scan Network** or **Local USB** button to display a list of available devices on your network or local USB drive. To rescan the network at any time, click the refresh/rediscover icon in the upper right. To return to the previous screen, click the return icon in the upper right.



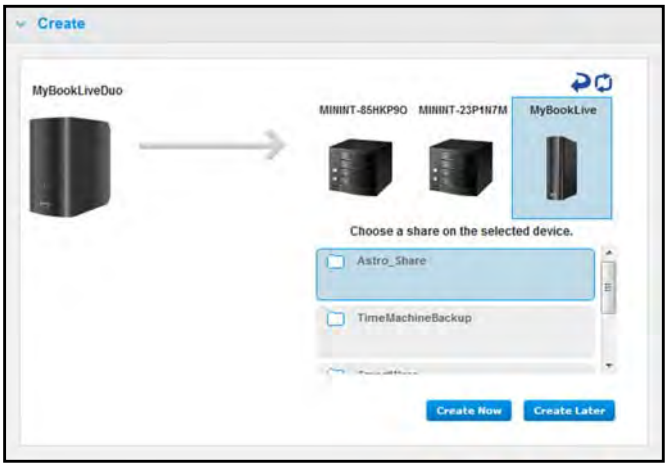
Network devices



Local (USB) device

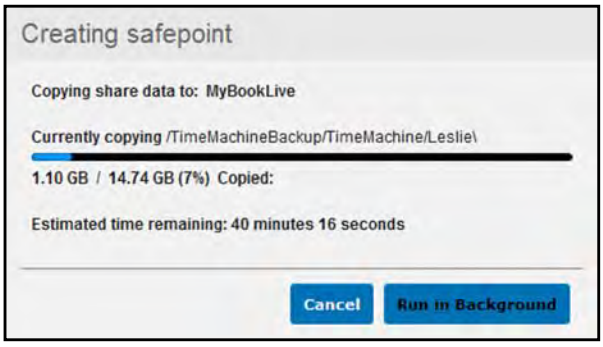
5. Select the target device and the share for the operation. If the share is password protected, enter appropriate credentials.

Important: If you create a safepoint with shares you wish to keep private, create the safepoint on a private share.



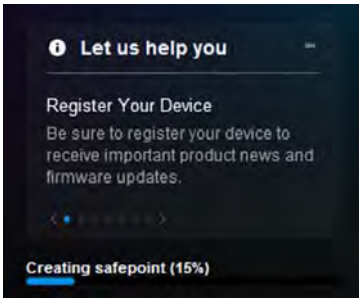
6. To create a safepoint on the share immediately, click the **Create Now** button and complete the required fields. You may choose to enable auto-updates as well.

A progress bar displays.



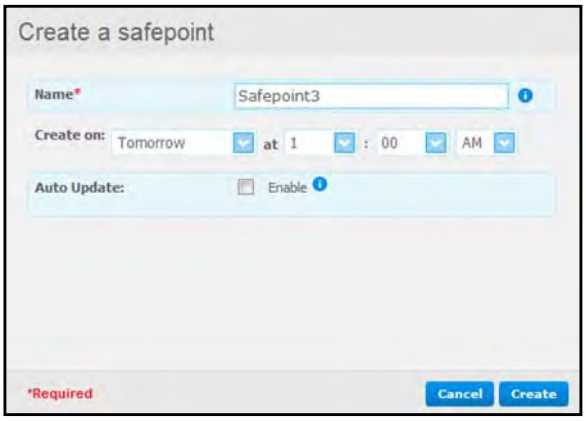
Note: The time it takes to create a safepoint varies based on the speed of your network, and the number and size of files you have stored on your My Book Live Duo device. For a given amount of total data, fewer larger files replicate quicker than many smaller files. Other factors such as what processes are running on the My Book Live Duo device and on the speed and availability of your target have an effect on the speed.

7. To have the process run in the background, click the **Run in Background** button. A link to the progress bar displays below Let Us Help You in the navigation panel.



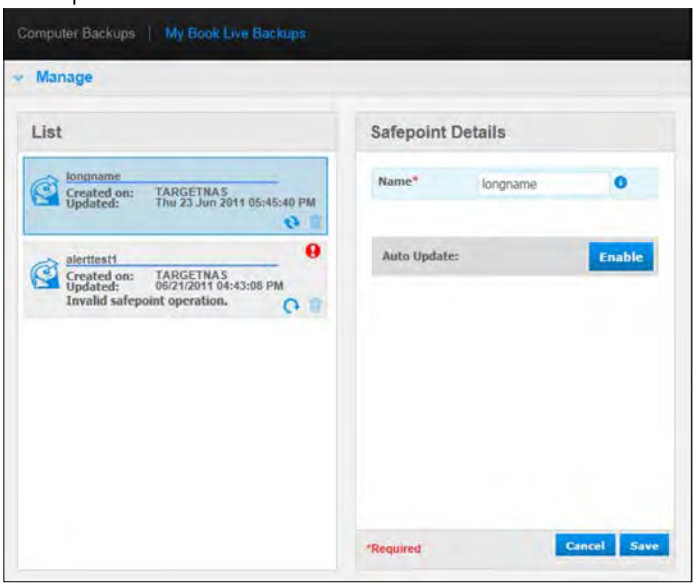
   Clicking the progress bar link in the status area displays detailed information about the operation such as the files being copied and the extent completed. A “Safepoint successfully created” message displays when they process is complete.

8. If you want to schedule the creation of the safepoint, click the **Create Later** button and enter a date and time you would like the safepoint to be created. You may choose to enable auto updates as well. Auto updates help keep your safepoint up to date with the content on your My Book Live Duo device by copying changes since the last update.



Important: Changes made while safepoint operations are in progress are not guaranteed to be backed up immediately.

9. If the creation process was not successful or was interrupted, the Manage section (top of page) displays the appropriate status. Clicking the safepoint's retry icon resumes the operation.

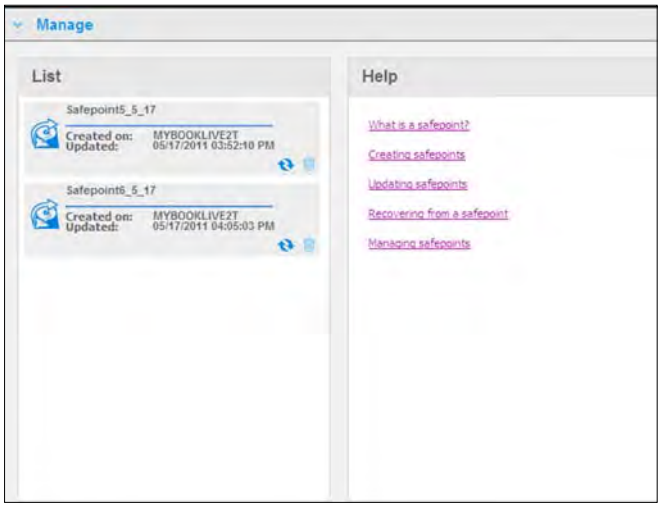


Note: If you want to see the content of the safepoint stored on another device, access the folder on the device where you stored it.

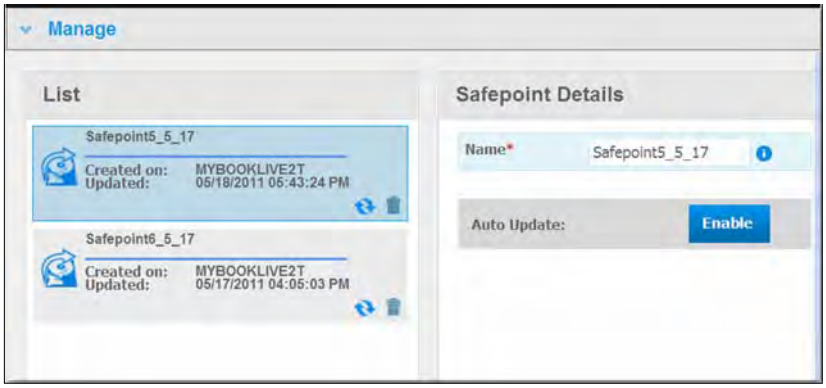
Updating Safepoints

You can update your Safepoints in two ways: manually or automatically.

1. To update your safepoint manually, go to the Manage section at the top of the page and click the update icon to the lower right of your safepoint.



2. To enable auto updates for your safepoint, go to the Manage section, select your safepoint, and click the Auto Update **Enable** button in the right pane.



3. If auto updates are already enabled, you can edit the auto-update settings on the details pane or disable the feature altogether. You can set daily, weekly, or monthly updates to your safepoint if you choose to use this feature.

   To have the process run in the background while you perform other tasks, click the **Run in Background** button.

   Clicking the progress bar in the status area displays detailed information about the operation such as the files being copied and the extent completed.

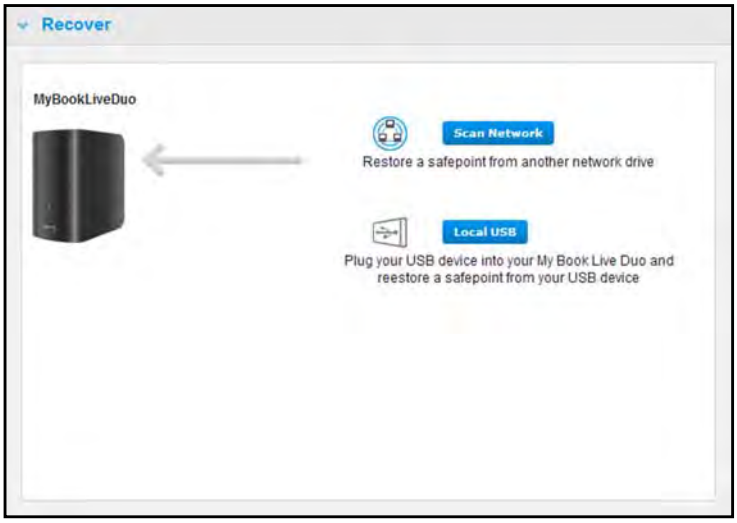
Important: Changes made to data while safepoint operations are in progress are not guaranteed to be backed up immediately.

4. If the update process was not successful or was interrupted, the Manage section displays the appropriate status. Clicking the retry icon resumes the operation.

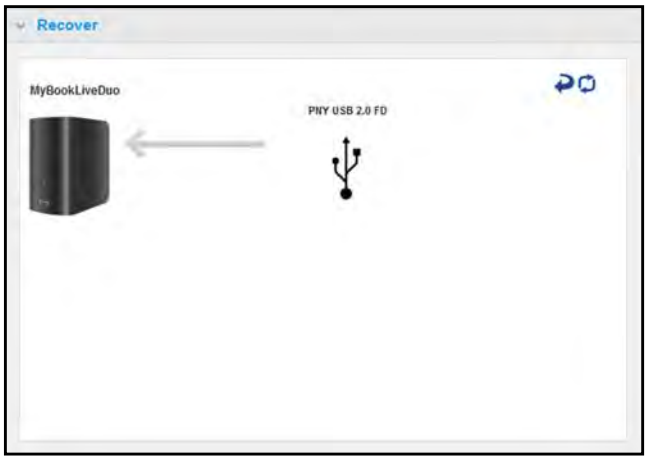
Recovering from a Safepoint

The Recover section enables you to restore your data from a safepoint to a factory-fresh My Book Live Duo or compatible Western Digital device.

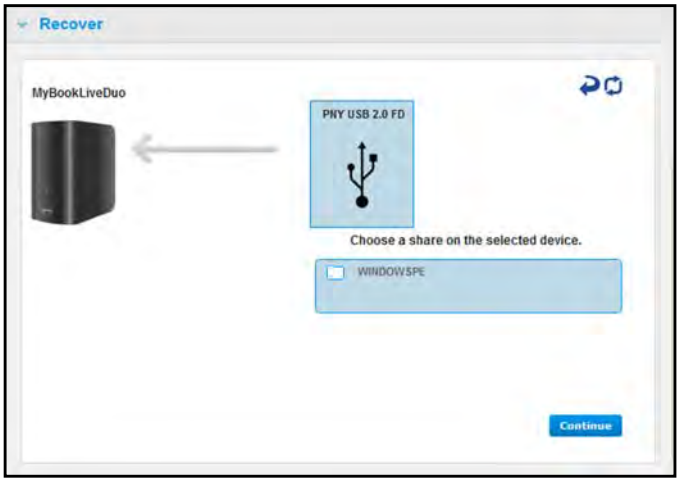
1. Open the **Recovery** section:



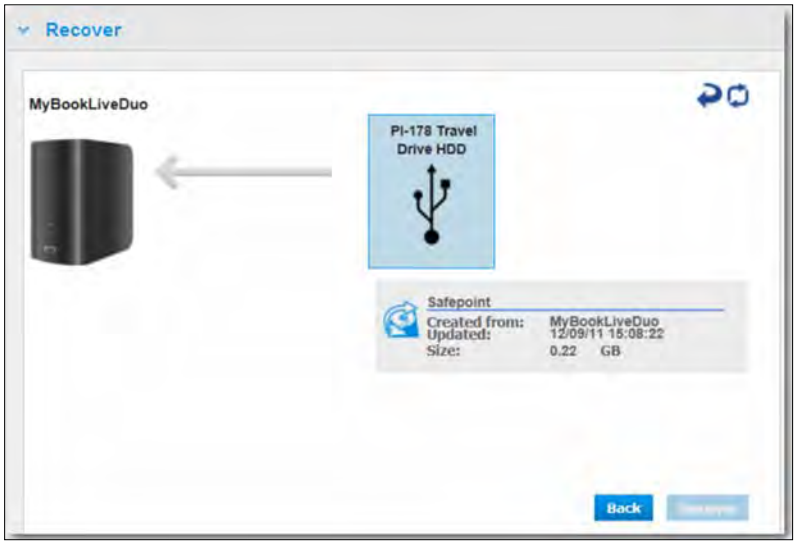
2. Click the **Network** or **Local** (for USB devices) button to display a list of available devices on your network:



3. Select a device to display the list of its available shares:
4. Select the share that has the safepoint and click the **Continue** button. If the share is password protected, enter appropriate credentials:



5. Choose the safepoint you want to recover and click the **Recover** button:

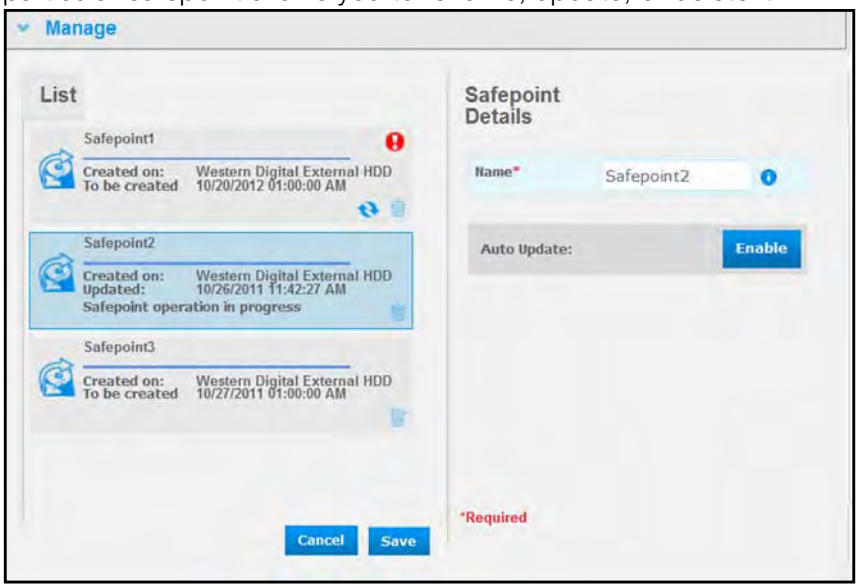


If the device you are restoring to is not in a factory restored state, a message with instructions appears (See“Factory Restore” on page 67).

6. If there are no errors, the recovery operation begins and a progress bar appears. Wait for the operation to finish. Your device restarts after the recovery operation and then can be used in place of your original My Book Live Duo device.

Managing Safepoints

The Manage section lists all safepoints for your My Book Live Duo device. Selecting a particular safepoint allows you to rename, update, or delete it.



To update a safepoint with the latest changes on your My Book Live Duo device, click the update icon for your safepoint.

- To delete a safepoint and all of its contents, click the trash icon for your safepoint.
- If a safepoint develops errors, warning icons appear in the Manage section. Roll the cursor over the icons for more information.

11

Accessing Your My Book Live Duo Remotely

WD 2go: The Pathway to Your Personal Cloud
Enabling Remote Access
Setting Up Mobile Access
Setting Up Web Access Through WD 2go
Troubleshooting Your WD Photos Database
Accessing Your Personal Cloud

This chapter explains how to set up the My Book Live Duo drive for remote access and describes some of the ways you can take advantage of its many capabilities.

WD 2go: The Pathway to Your Personal Cloud

A personal cloud is your content, at home, secure and under your control. Unlike public clouds, a personal cloud allows you to keep all your content in one safe place on your home network. Share files, stream media, and access your content anywhere. No monthly fees. No mysterious location for your data. Keep your videos, music, photos, and files safe at home and always with you.

If you can access the Internet from a computer, you can securely access your media and files anywhere in the world. WD 2go web access provides fee-free remote access to your My Book Live Duo personal cloud storage. Once you log in, WD 2go mounts the My Book Live Duo device to your computer like a local drive and your remote folders are available on your Mac or PC. Seamlessly open, save as, and attach files to emails from this virtual drive.

Note: Copying or streaming content from your home will likely be limited by your ISP's upload bandwidth. For example, a typical home Internet connection (ADSL or Cable modem) may have an upload limitation of 500Kb/s (0.063 MB/s), so that copying a 2GB movie would take 8.8 hours and copying a typical 2MB MP3 music file would take just 32 seconds.

Mobilizing Your Files with WD 2go Mobile Apps

WD 2go and WD Photos mobile apps bring your photos and files to your fingertips on your Apple iPhone, iPod touch, iPad, Android tablet, or Android smartphone.

Requirements include:

- Western Digital My Book Live Duo personal cloud storage connected to the Internet
- Your device access code generated by your My Book Live Duo device
- Android devices—Most smart phones and tablets with OS 2.1 or later
- Apple devices
  - WD Photos—iPhone, iPod touch, or iPad with OS 3.2 or later
  - WD 2go —iPhone, iPod touch, or iPad with OS 4.x or later

About WD 2go Mobile App

Access your files, music, and photos with your mobile device. Open and view presentations and documents, stream media, and show off photos stored on your My Book Live Duo personal cloud storage. Use your iPad, iPhone, iPod touch, or Android mobile device to view stored files and stream music in the palm of your hand. Download the WD 2go mobile app from the Android Market or the Apple iTunes store and make your mobile device the center of attention.

With the WD 2go mobile app, you can:

- Open and view the important files stored on your My Book Live Duo device from anywhere without copying them on your mobile device.
- Show off your photos stored on your My Book Live Duo drive.
- Stream and enjoy music and video files stored on your My Book Live Duo drive.

  Note: Video streaming performance is best over the LAN. Wireless connections and WAN streaming performance may be limited by upload speeds on your home Internet connection.

- Share your presentations on your iPad in 1024 x 768 resolution. WD 2go supports most major file types, such as Microsoft Word documents, Microsoft Excel spreadsheets, and PowerPoint presentations.

For more features and instructions on using the WD 2go mobile app, see its online Guide Me page and FAQs, or go to *http://wd2go.wdc.com*.

Note: WD 2go brings your data from the My Book Live Duo device to your tablet, handset, or other portable devices using Google Android or Apple iOS. WD 2go provides a convenient file list of the My Book Live Duo device contents and then launches your favorite player or viewer for any files you wish to open. For file types your mobile device supports, see the device's manual.

About WD Photos Mobile App

Entertainment is happening all around you. Now you can capture every moment of it and send it to your drive for access on any screen in your home. Take a photo or video clip your smartphone or tablet and upload it directly to your My Book Live Duo personal cloud storage. When you get home, you have new files waiting for you so you can enjoy them in your entertainment center.

Important: WD Photos enables you to view photos in .jpg format only.

Show off your entire photo collection, up to 285,000 photos, without taking up tons of space on your smartphone.

WD Photos is compatible with leading Apple mobile devices and many popular Androids such as the DROID by Motorola, DROID Incredible by HTC, Nexus One, and HTC EVO 4G. Photos are automatically optimized for viewing on your mobile device.

WD Photos lets you view your most recently accessed photos even when you are offline. Display your photos vertically or view them horizontally and turn your mobile device into the ultimate photo album.

With WD Photos, you can:

- Instantly post photos to Facebook.
- Create a slideshow with transitions to create digital art.
- Access previously viewed photos even when you are offline.
- View your photos all at once or filter them by folder or album.
- Search by file name, folder name, or date using the built-in search options.
- Email a photo to a friend.
- Assign a photo to a contact.
- Download a photo from your personal cloud storage to the camera roll on your mobile device.
- Upload photos and videos from the camera roll on your mobile device directly to your personal cloud storage, no matter where you are.

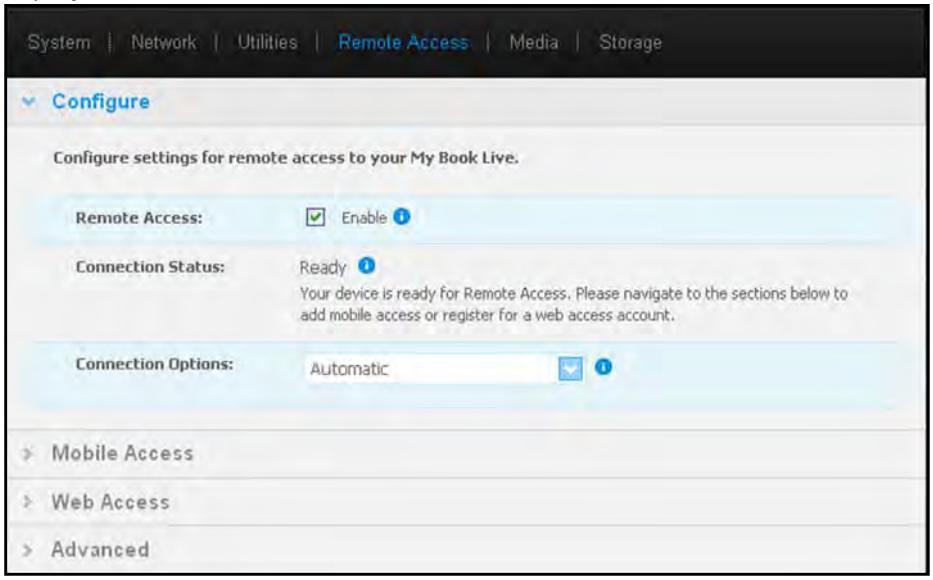
  Note: WD Photos automatically creates a sub folder with the mobile device name in the Public/Shared Pictures directory on the My Book Live Duo for uploaded photos. Similarly, the app creates a sub folder with the mobile device name in the Public/Shared Videos directory for uploaded videos.

For more features and instructions for using WD Photos, see its online Guide Me page and Quick Tips, and go to *http://wdphotos.wdc.com*.

Enabling Remote Access

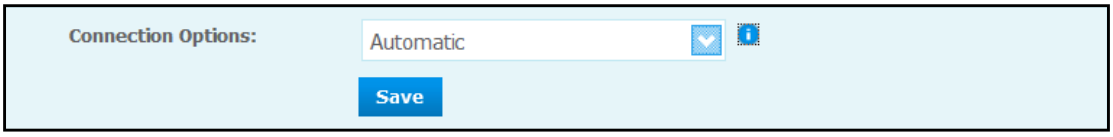
Use the Remote Access page of the My Book Live Duo dashboard to enable you and other authorized users to access your files on the go.

1. On the navigation panel, click **Settings**.
2. Click the **Remote Access** tab. The Configure section of the Remote Access page displays:

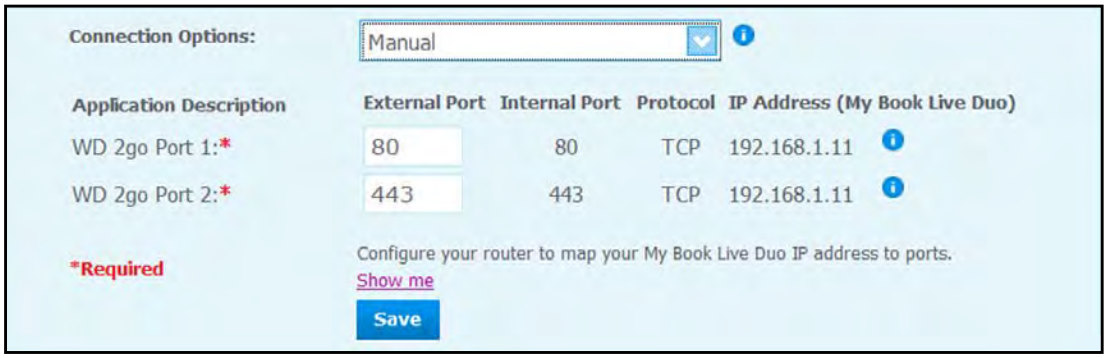


3. Enable or disable remote access and check the connectivity status of your My Book Live Duo device. The possible connectivity states include:
   - **Disabled**—User has not selected the Enable Remote Access check box.
   - **Ready**—User has not added a mobile device or has not registered for a web access account yet.
   - **Retrieving Information**—Retrieving remote access connectivity status.
   - **Failed**—My Book Live Duo device could not establish a remote access connection with the mobile device or web access account.
   - **Connecting**—My Book Live Duo device is trying to connect to a mobile device or a registered web access account. Please wait.
   - **Connected**—This is a direct, peer-to-peer connection, the desired state for better performance.
   - **Connected** (Relay connection established)—The My Book Live Duo drive attempts to configure the network to allow direct connections whenever possible. Some networks do not support the UPnP protocol, which the My Book Live Duo device uses for those configurations. If you desire a direct connection instead of a relay, consult your router operating guide to determine UPnP compatibility.

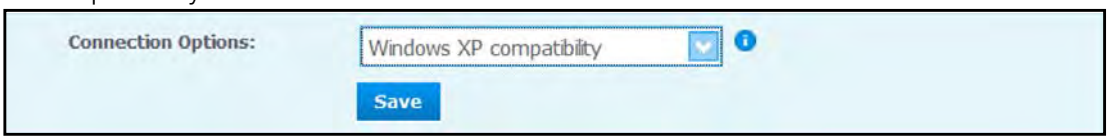
     Additionally, some ISPs implement "double-NATing," which renders your router's IP address unreachable for direct connection (port forwarding). In this situation, consult your ISP for alternatives to enable port-forwarded connections.
4. Select a connection option from the drop-down menu. The possible connection options include:
   - **Automatic**—Establishes a direct connection between your device and the router using UpnP. If the connection cannot open the ports on the router, a relay connection is established.



   - **Manual**—Establishes a connection through the two selected ports. If ether port is unavailable, a relay connection is established. If you select the Manual connection option, identify the External Port for Port 1 and Port 2. Options for Port 1 are 80 or 1024 - 65535. Options for Port 2 are 443 or 1024 - 65535. For additional information about creating a Manual connection, see Knowledge Base Answer ID 8526.



- **Windows XP compatibility**— Establishes a connection through ports 80 and 443. If these ports are unavailable, a relay connection is established. This option is required if you have a Windows XP OS.



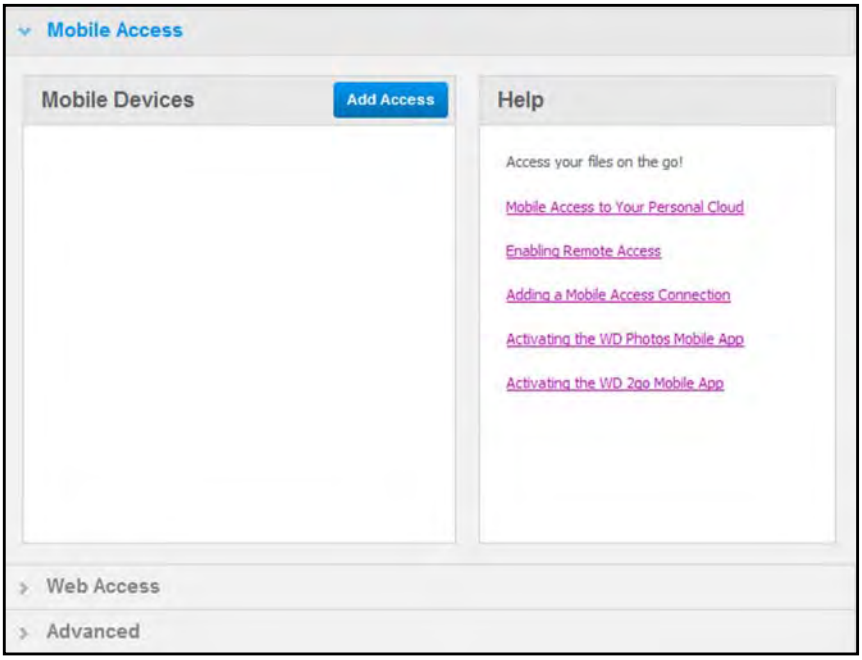
Setting Up Mobile Access

Set up and manage mobile access to your photos, music, documents, and videos on the My Book Live Duo device through an Apple or Android device. In the Mobile Access section of the Remote Access page, generate activation codes for the WD Photos or WD 2go apps installed on your mobile device from the Apple App Store or Android Market.

Adding a Mobile Device Connection

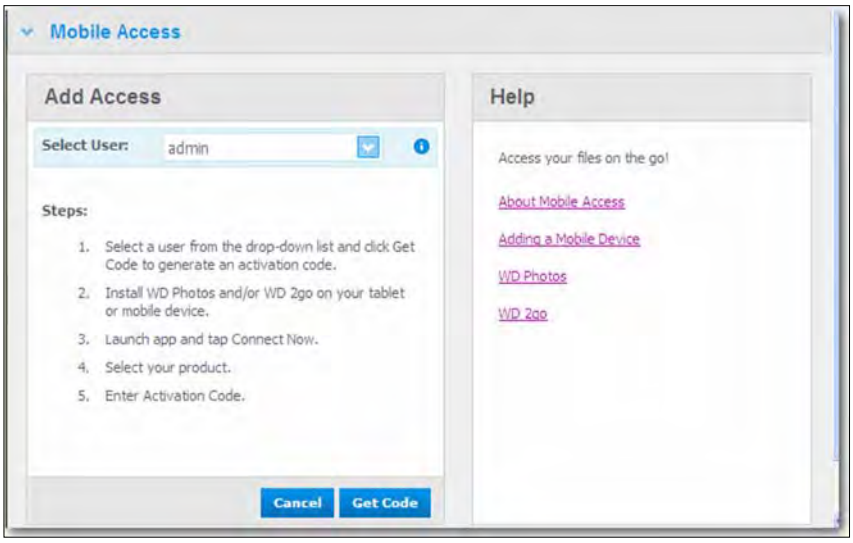
To add a mobile device connection to the My Book Live Duo device:

1. In the Configure section of the page, make sure that the Enable check box remains selected and Connection Status is Ready or Connected.
2. In the Mobile Access section of the page, click the **Add Access** button.

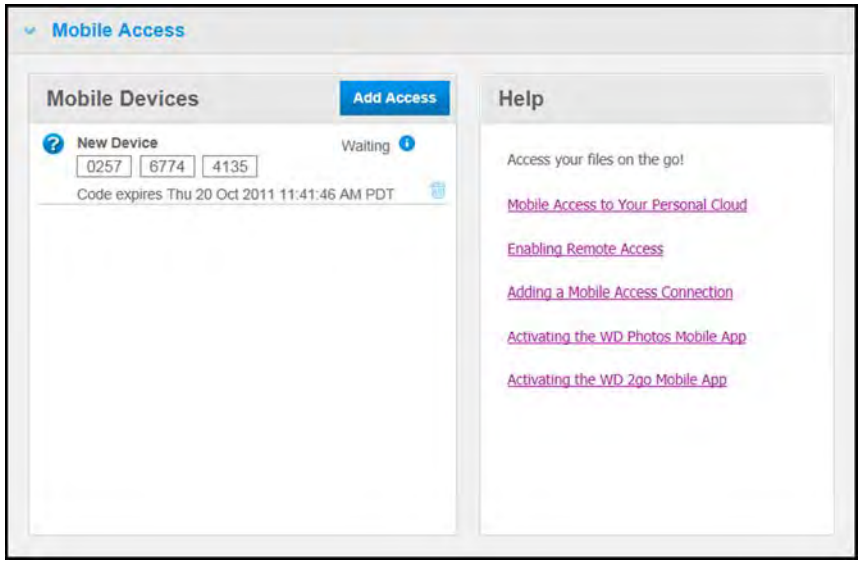


3. From the drop-down list, select a user. Listed users are those who have access rights to My Book Live Duo device shares. (See “Creating a User” on page 78.)

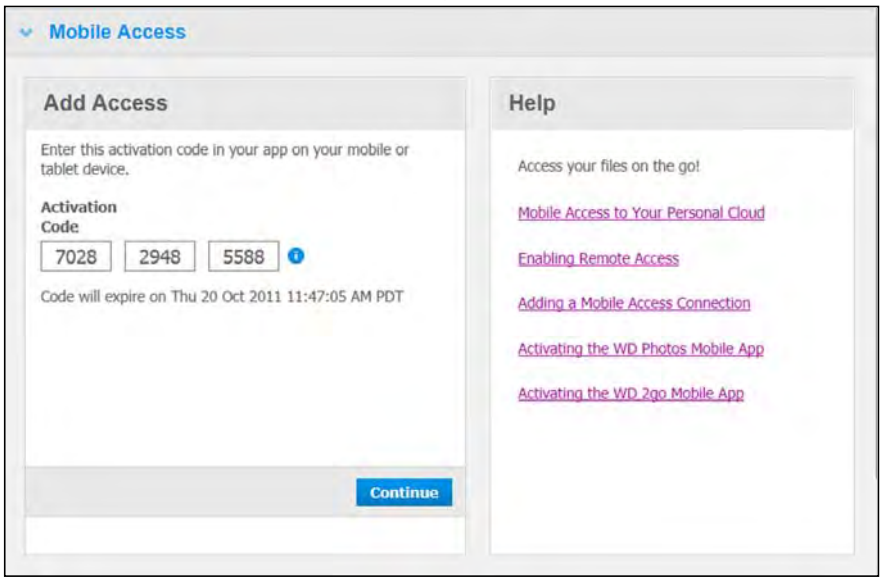
   Note: When you add access to a mobile device application such as WD Photos, the specified userid retains its share access privileges.



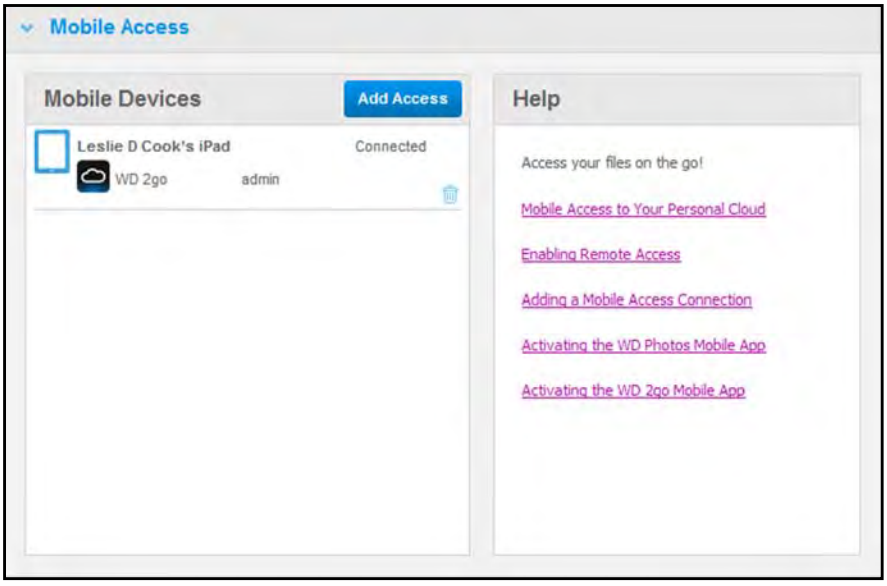
4. Click the **Get Code** button to automatically generate an activation code for the mobile device. You must generate one code for each app you want to activate. Codes are valid for 48 hours from the time of request and can be used one time only.



5. Click the **Continue** button (you may have to scroll to the bottom of the page to see it). A new device with a status of “Waiting” displays.



6. Once you have entered the code on your mobile device, the device and app name display.



7. Continue with “Installing WD Photos on Your Mobile Device” on page 101 or “Installing the WD 2go Mobile App” on page 103.

Note: To remove access to a mobile device or delete an unused code, click its trash can icon.

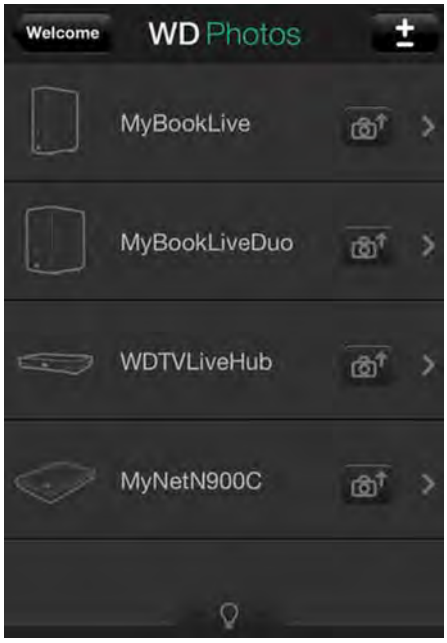
Installing WD Photos on Your Mobile Device

Important: Make sure the photos you want to view on the mobile device are stored in the Shared Pictures subfolder in the Public share of your My Book Live Duo drive. WD Photos lets you view photos in .jpg format only.

To install WD Photos on your mobile device:

1. Download WD Photos from the Apple App Store or Android Market and install it on your mobile device.
2. Launch WD Photos on your mobile device to display the Welcome screen.

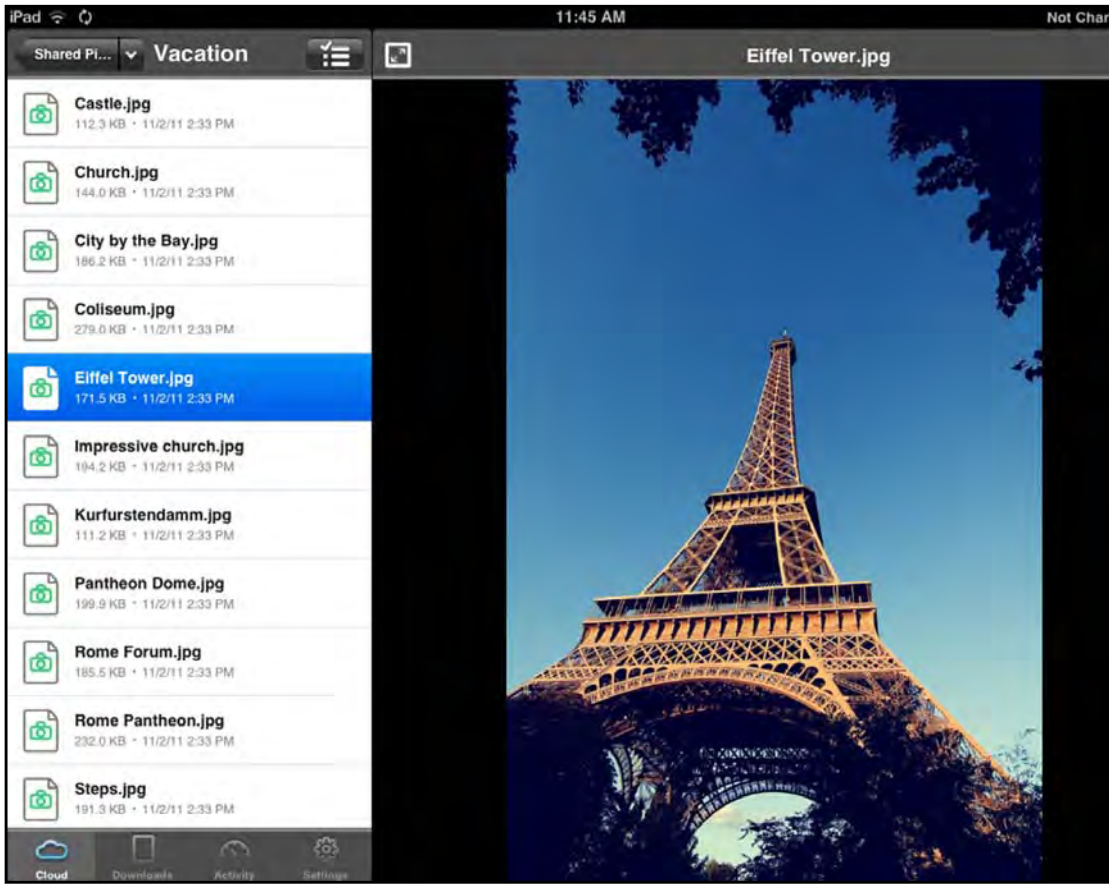
3. Tap **Connect Now** to display the Select Device screen, which shows the types of NAS devices you can have.



4. Tap the **My Book Live Duo** drive.
5. Enter the activation code you generated on your My Book Live Duo's dashboard (see "Adding a Mobile Device Connection" on page 98) and tap the Activate button. You

must generate one code for each app you want to activate. Codes are valid for 48 hours from the time of request and can be used one time only.

6. Tap your **My Book Live Duo** drive to display your album(s), and then tap an album to display its photos.

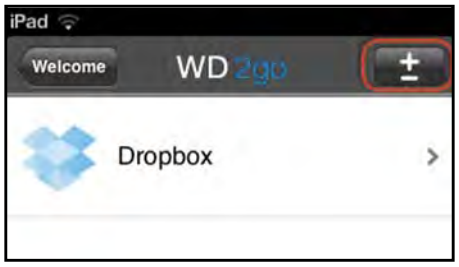


Note: If you have problems installing WD Photos, please visit *http://websupport.wdc.com/rn/wdphotos.asp*. For more features and instructions, see the app's online Guide Me page and tips, and go to *http://wdphotos.wdc.com*.

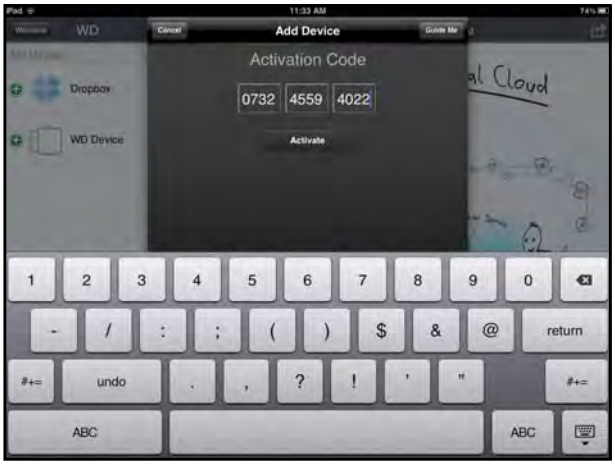
Installing the WD 2go Mobile App

1. Download the WD 2go app from the Apple App Store or Android Market and install it on your mobile device.
2. Launch the WD 2go app to display the Welcome screen.

3. Tap **Connect Now**.
4. Tap ± .

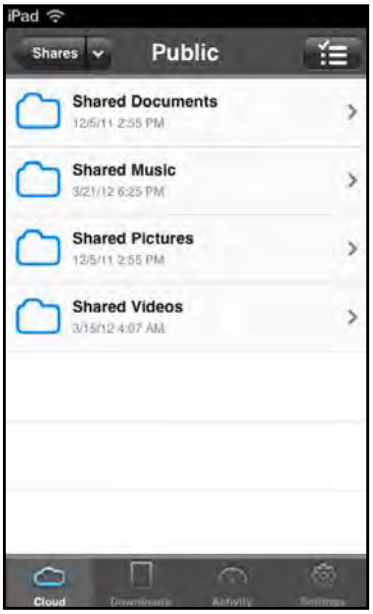


5. Under Found in Network, tap the ⊕ next to MyBookLiveDuo.
   If your device is not listed:
   - Under Add Manually, tap the ⊕ next to WD Device.
   - Enter the activation code you generated on your My Book Live Duo's dashboard (see "Adding a Mobile Device Connection" on page 98) and tap the **Activate** button. Codes are valid for 48 hours from the time of request and can be used one time only.

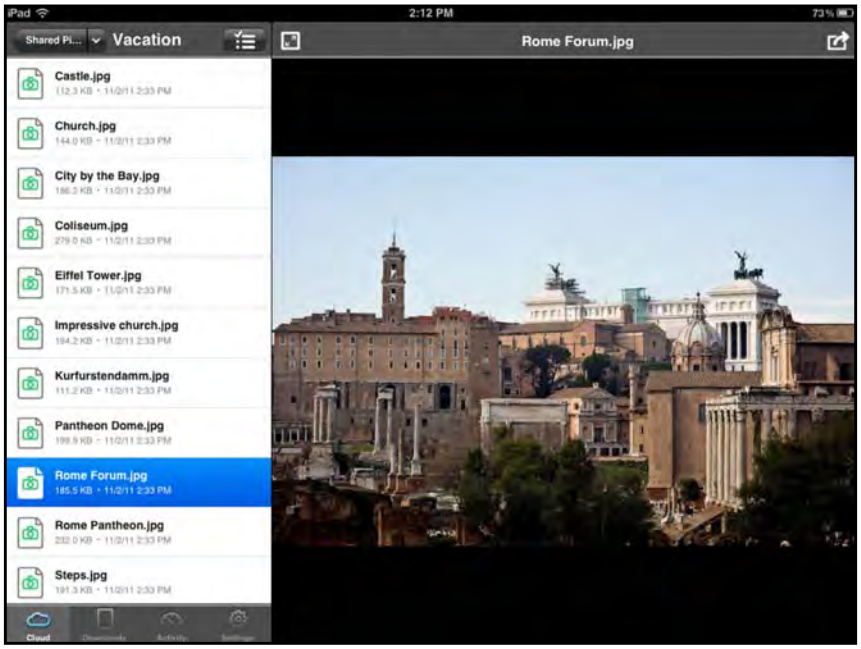


6. Click **Done**.
7. Tap your **My Book Live Duo** drive to display its share(s).

8. Tap a share to display its files.



9. Tap a file to display its contents.



Note: If you have problems installing WD 2go, visit *http://websupport.wdc.com/rn/wd2go.asp*. For more features and instructions, see the app's online Guide Me page, FAQs, and tips, or go to *http://wd2go.wdc.com*.

Setting Up Web Access Through WD 2go

WD 2go gives you access to all the files in your personal cloud no matter where you are as long as you have access to the Internet from your computer*.

*WD 2go is not supported by Mac Leopard (OS X 10.5.x)

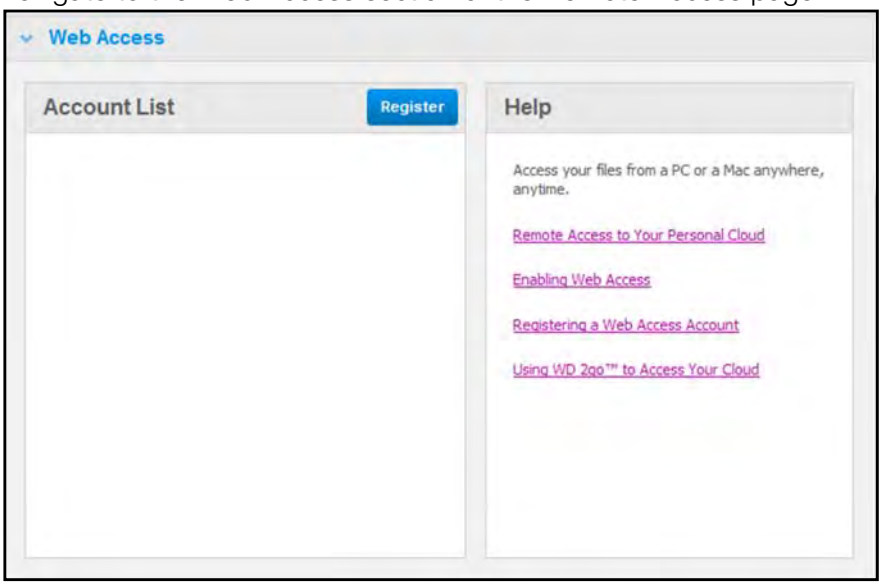
Registering a Web Access Account

Create, view, and manage your web access accounts from the Web Access section of the Remote Access page.

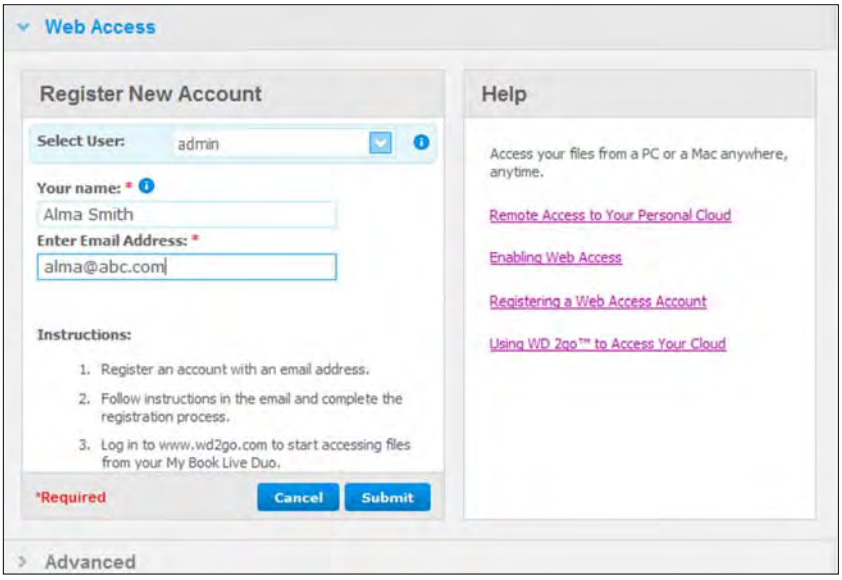
To register a web access account:

1. To enable Web Access, make sure that the Enable Remote Access check box is checked in the Configure section of the Remote Access Page. The Connectivity Status must be Ready or Connected.

2. Navigate to the Web Access section of the Remote Access page.



3. Click the **Register** button to display the Register New Account panel.

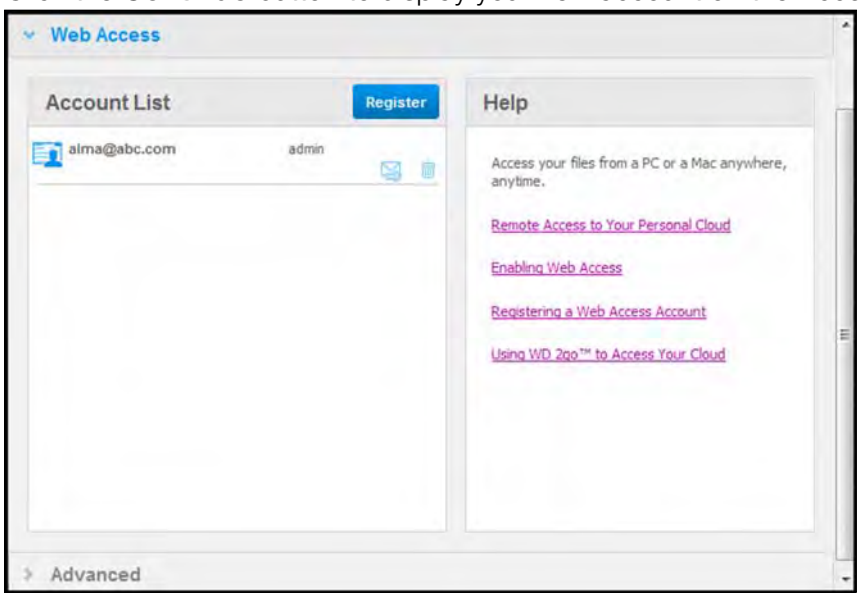


4. Enter your name and email address of the user for whom you are registering an account and click the **Submit** button.

   Note: When you specify the device user for whom you are requesting the web access account, the account retains that user's share access privileges. (For information on creating users, see "Creating a User" on page 78.)

5. A "Registration E-Mail Sent" message displays. Click the **Close** button. The user receives an email with further instructions.

6. Click the **Continue** button to display your new account on the Account List.



Note: If you need to resend the registration email, click resend email icon.

Note: To remove a user's web access, click the trash can icon to the right of the account name.

Troubleshooting Your WD Photos Database

If you suspect that your WD Photos Database has been corrupted:

1. Navigate to the Advanced section of the Remote Access page.
2. Click **Rebuild**. Your WD Photos Database is rebuilt.

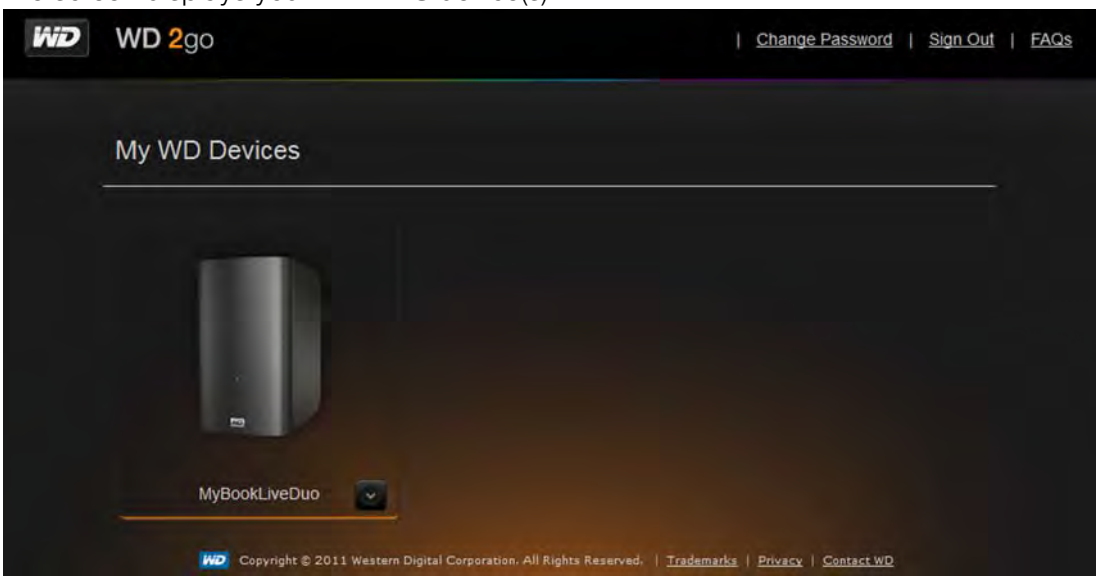
Accessing Your Personal Cloud

Note: WD 2go web access is not compatible with 64-bit Windows XP.

1. Register the web access account as described on page 105.
2. In a browser, sign in to *http://www.wd2go.com* using the associated email address and password from step 1.

Note: When you initially access WD 2go, you're required to create a password. Enter your password in the **New Password** field, then re-enter the exact password in the **Confirm Password** field. Click **Submit**.

3. The screen displays your WD NAS device(s).

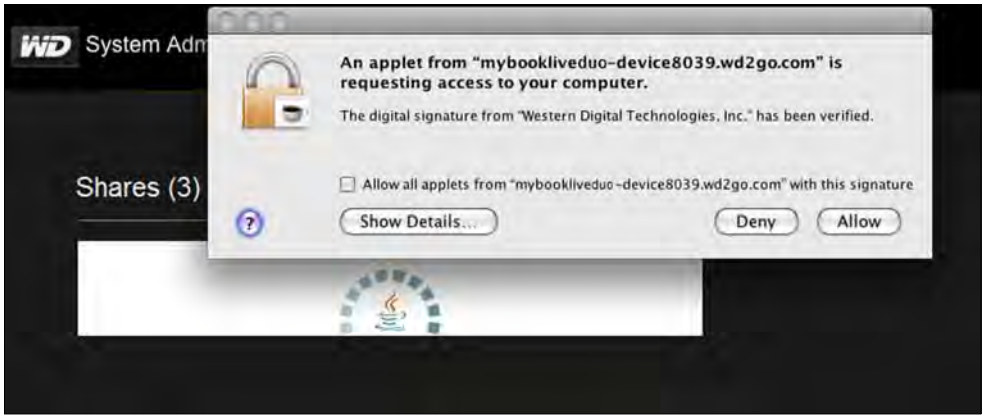


4. Select the My Book Live Duo device you would like to access.
   - If your My Book Live Duo device is password protected, enter your password in the Network Drive Password field.

   Depending on whether you have remotely accessed a share before, a Java application run request may appear.

5. In Windows, the following message displays. If you do not want to see this message in the future, select the **Always trust content from this publisher** check box. Click the **Run** button:

   On a Mac, if the following message appears, click the **Allow** button.



Note: For Lion and Mountain Lion, you will need to install the Java runtime client. For additional information, visit *http://support.apple.com/kb/dl1421*

6. Once the Java applet has successfully run, your accessible shares display.
7. Because Windows XP does not support encryption of a mounted drive, the following message displays. If you don't want to see the message again, select the check box. Click the **OK** button.

Note: If you connect to a My Book Live Duo device from a PC running Windows XP, data being transferred between the devices is not secure.

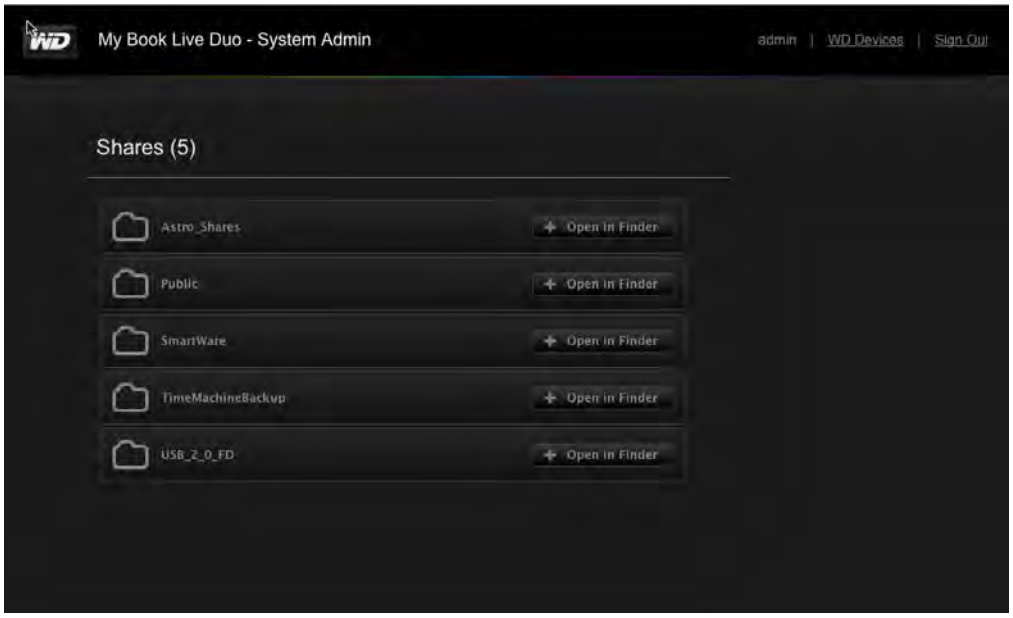
8. On Windows 7, the following message display.

9. Click the **Yes** button.

10. In Windows, click the **+ Open in Explorer** button next to the share you want to access.

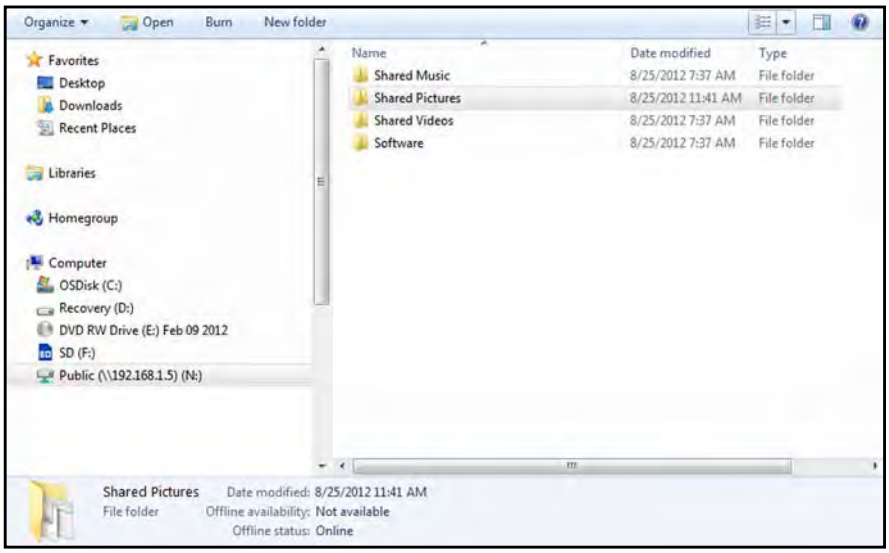
    Note: For Windows XP, if a reboot message displays, click the **Reboot Now** button.

On a Mac, click the **+ Open in Finder** button next to the share you want to access.

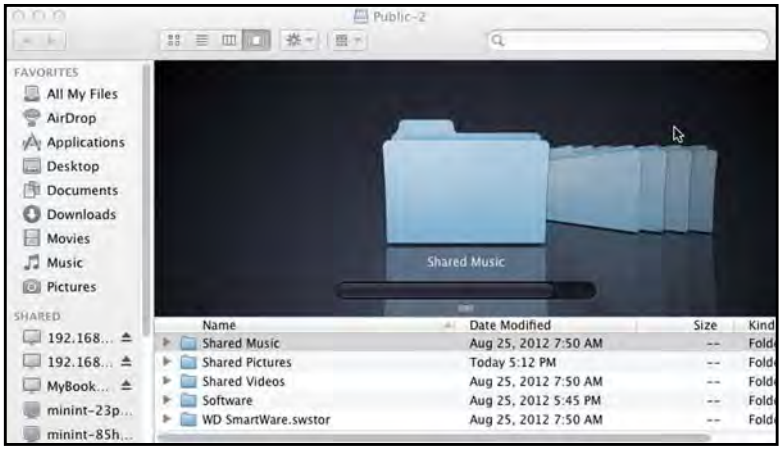


11. If a Java message asks you to Allow or Deny the connection, click the **Allow** button.
12. You can now access your files. Depending on your operating system settings, your share may not appear automatically.

- On Windows, once your share has mounted successfully, a drive letter for the share displays under My Computer (Vista) or Computer (Windows 7). You can use the drive letter like any other mapped network drive. Opening the drive displays all of the folders and files in the share.



- On a Mac, the Finder window opens on its own once the drive has successfully connected to the WD My Book Live Duo device and displays your share.



13. Select the file(s) you want to access.

    You can view, edit, delete, or copy files just as you would with any network drive.

Sharing Your Files Remotely

To share files remotely with a family member or friend, create a new user on your My Book Live Duo device and then create a separate Web access account for that particular user. Only the shares to which the user has access and the Public directory display.

1. If the person is not already a user of the My Book Live Duo drive, create a new user (see “Creating a User” on page 78).
2. Create a web access account for the user (see page 105). The user receives an email providing instructions for using WD 2go.

12

Playing/Streaming Videos, Photos, & Music

Media Server Overview
Media Server Settings
Media Types Supported
Media Storage
Accessing My Book Live Duo from Media Players
Accessing My Book Live Duo Using iTunes

Media Server Overview

My Book Live Duo Personal Cloud Storage device is designed to serve as your home's central media hub. It enables you to stream photos, music, and videos to your home entertainment center and/or other computers on your home network.

The DLNA Server searches for all the media stored in all shares on the My Book Live Duo connected to your home network. If you do not want DLNA to display specific media files, place them in a private share that is set to disable media sharing.

The server is pre-set, so you can just transfer your multimedia content to the respective shared Public folders (e.g., Photos, Music, Video) on your My Book Live Duo device and you are ready to stream and view content on your home entertainment center, game consoles (for example, Xbox 360™, PlayStation® 3, or DLNA® 1.5 Digital Media Adapters) and media services such as ITunes. For more information, visit *http://www.dlna.org.*

Media Server Settings

The Media tab on the My Book Live Duo dashboard enables you to define DLNA and ITunes media server settings so that you can enjoy media in every room in your house.

Note: DLNA and ITunes media services only work on your network.

DLNA Media Server

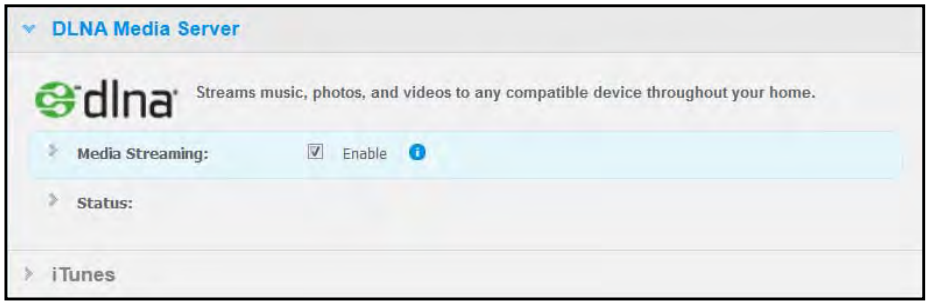
DLNA streams your music, photos, and videos to compatible devices in your home. Playing media on a compatible device is easy.

The DLNA server searches for all the media stored on the My Book Live Duo device connected to your home network. The server is pre-set, so you can just transfer your multimedia content to the Public share on your My Book Live Duo device, and you are ready to stream and view content on your home entertainment center, game consoles (for example, Xbox 360 or PlayStation 3), WD TV Live HD media player, or DLNA 1.5 Digital Media Adapters), and other PCs on your home network. Visit *http://www.dlna.org* for further information on DLNA.

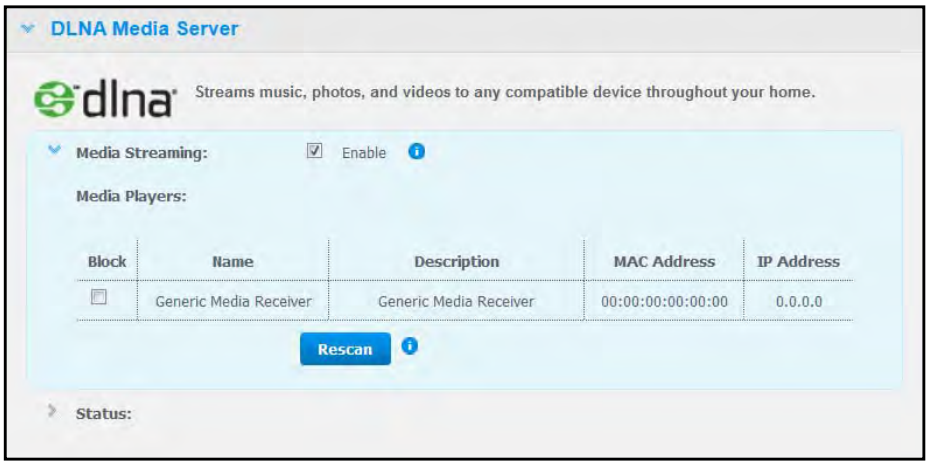
To enable a your My Book Live Duo device to stream content to your media player(s):

1. On the Navigation panel of the My Book Live Duo dashboard, click **Settings** and then click the **Media** tab.
2. Click **DLNA Media Server** to open the section.

3. Select the **Enable** check box for DLNA (enabled by default).



4. To view a list of your media players/receivers, click the down arrow to expand the Media Streaming section.



5. To block a media player from receiving the data stream (for example, parental control), in the Media Players list, select the **Block** check box next to the row for the media player you'd like to block. Clear the check box if you do not want to block the player. When you change the settings, the drive automatically saves your change.
6. To scan for new media players, click the **Rescan** button. The "**Rescan in Progress**" message displays. When the rescan is complete, the new list of media players displays in the media player table.

   Note: The system rescans the media players automatically.

7. To review status information, click the **>** beside Status:

Status information includes the version of the DLNA software, the date and time your settings were updated, and the number of music tracks, pictures, and videos that were streamed.

8. For DLNA to look for only updated music and picture files on your drive, click the **Rescan** button below the table.
9. For DLNA to read all of the music and picture files on your drive, click the **Rebuild** button below the table. Rebuilding is more thorough than re-scanning but can take more time.

Note: Re-scanning and rebuilding take place automatically. You only need to use the buttons if you are having a problem.

Media Types Supported

Audio files	Video files	Image Files
3GP AAC AC3 AIF ASF FLAC LPCM M4A M4B MP1 MP2 MP3 MP4 MPA OGG WAV WMA	3GP AVI DivX DVR-MS FLV M1V M4V MKV MOV MP1 MP4 MPE MTS MPV MPG MPEG2 SPTS VDR VOB WMV Xvid	BMP GIF JPEG PNG TIF TIFF

Note: Some devices may not support playback of all these files. Please refer to your device's user manual to see which formats are supported.

Media Storage

You can access and store media content on My Book Live Duo drive by means of network shares. Shares, similar to folders or directories, are areas set up to organize media and access them from your network. Shares can be shared with everyone (public) or with selected users on your network (private).

The drive comes pre-configured with the Public network share, which contains the following folders for media storage:

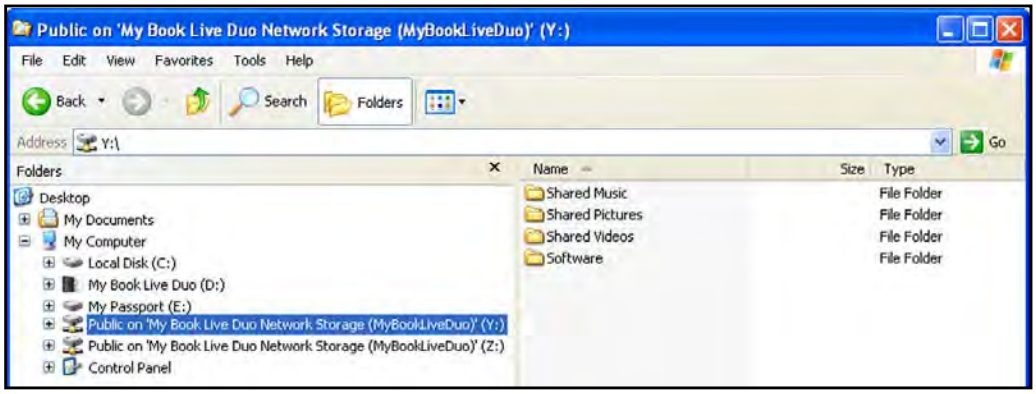
- Shared Music—Stores music files you want to share with other users
- Shared Pictures—Stores image files you want to share with other users

- Shared Videos—Stores video files you want to share with other users

Important: Do not delete or change the name of the Shared Pictures folder, which is required by the WD Photos application.

Adding Media Content to the Folders

1. Open **Windows Explorer** or **Mac Finder**:



2. Copy your music files to the Shared Music folder.
3. Follow the same process to place your videos and pictures into their respective Pictures and Video folders.

Important: Make sure to sort and add your media content to the corresponding shared folders. (e.g., music files must go into the Shared Music folder). If you do not do this, your content will not display correctly through your digital media player.

Accessing My Book Live Duo from Media Players

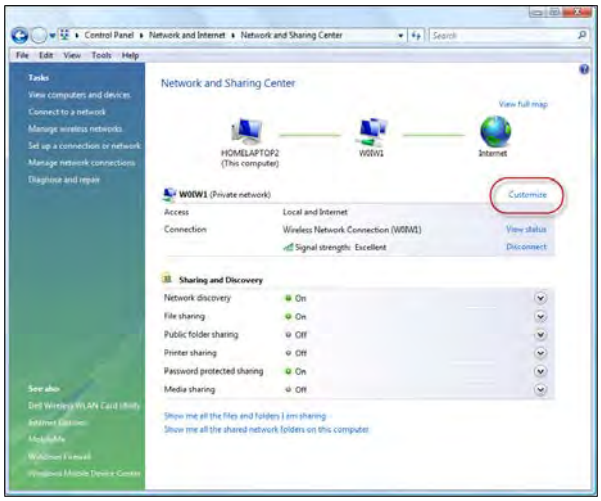
Now that you have copied your files to their corresponding folders, you can use a variety of media players to stream media. The following types are discussed in this section:

- Windows Media Player 12 (comes with Windows 7) on page 118
- WD TV Live/Live Plus HD Media Players on page 120
- Xbox 360 on page 120
- PlayStation 3 on page 120
- Other media players on page 120:
  - BluRay Players
  - Network Connected TVs
  - Digital Picture Frames
  - Network Music Player
- DLNA Devices on page 121

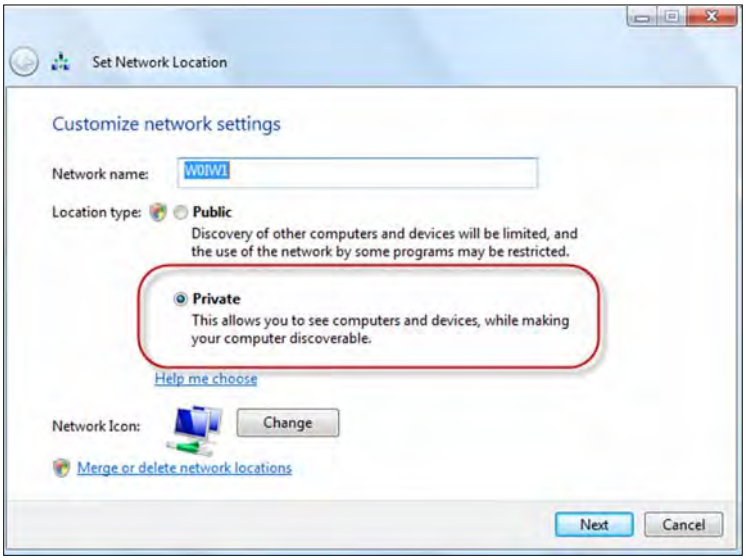
Windows Media Player 11 (Windows Vista)

Note: Please go to the Microsoft Media Player support site for more information on using and updating your media player. To stream media using Windows Media Player 11 Library:

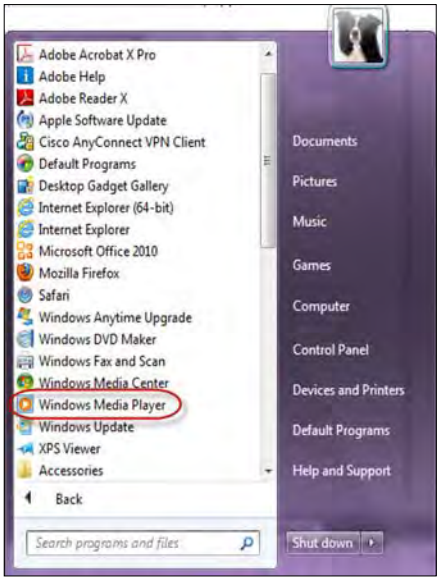
1. Click **Control Panel > Network and Internet>Network and Sharing Center**.
2. Click **Customize**:



3. Select **Private**, and then click **Next**:

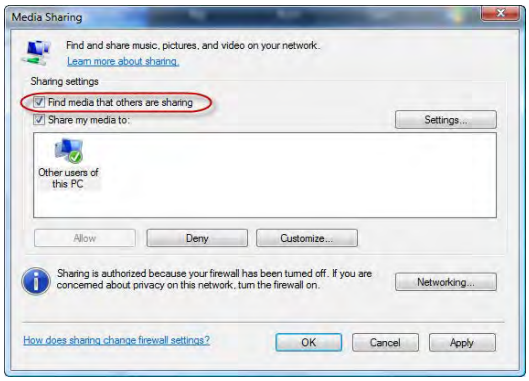


4. Launch Windows Media Player (**Start > All Programs > Windows Media Player)**:



5. Click **Library > Media Sharing**:

6. Click **Find media that others are sharing**, and then click **OK**:



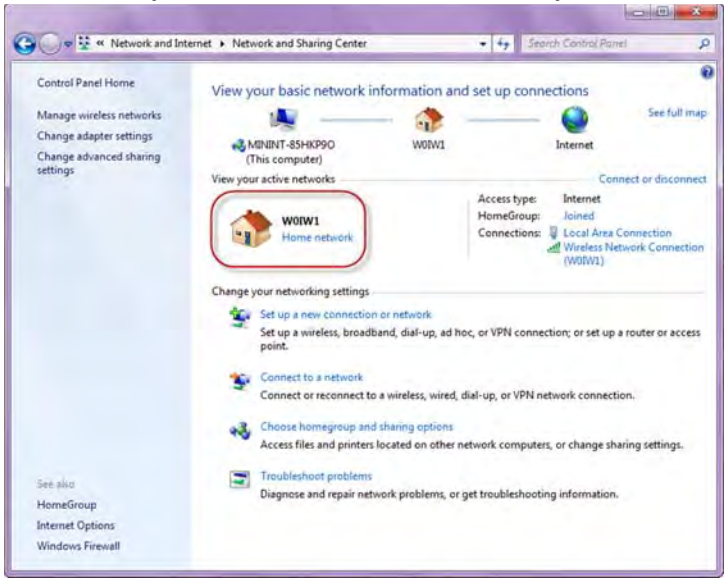
7. Select a media type (Music**,** Pictures, or Video) and click **MyBookLiveDuo**:

8. Double-click the media file you want to play.

Windows Media Player 12 (Windows 7)

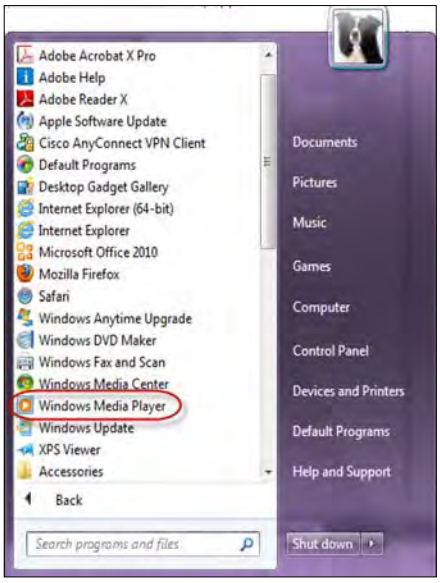
Note: Please go to the Microsoft Media Player support site for more information on using and updating your media player. To stream media using Windows Media Player 12 Library:

1. Click **Control Panel > Network and Internet>Network and Sharing Center**.
2. In the View your active networks area, click your network (Home, Office or Public):

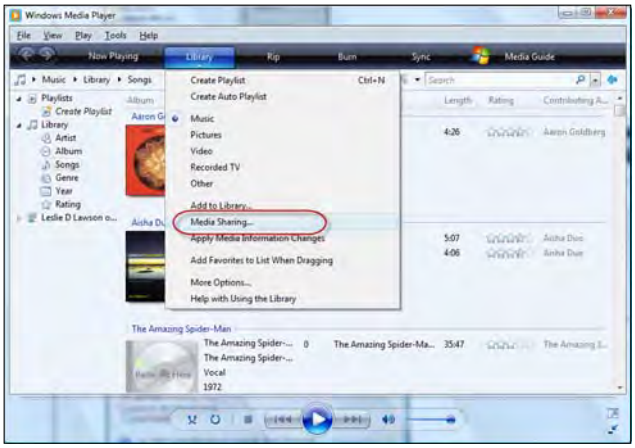


3. Select **Home network**, and then click **Close**:

4. Launch Windows Media Player (**Start > All Programs > Windows Media Player**):



5. Click **Library > Media Sharing**:



6. Click **Find media that others are sharing**, and then click **OK**:

7. Select a media type (Music**,** Pictures, or Video) and click **MyBookLiveDuo**:

8. Double-click the media file you want to play.

WD Media Players

You can connect the various WD Media Players to your home network for access to media content stored in a network drive such as the My Book Live Duo device. For details on using a WD Media Player to access files on your My Book Live Duo drive, see Knowledge Base Answer ID 8676 or refer to your WD Media Player user guide.

Xbox 360

For details on using an Xbox 360 device to access files on your My Book Live Duo drive, see your XBox 369 product manual.

PlayStation 3

For details on using a PlayStation 3 to access files on your My Book Live Duo drive, see your PlayStation 3 instruction manual.

Other Media Players

Following are general steps for setting up devices such as digital picture frames, Blu Ray players, network connected TVs, and digital media adapters:

1. Make sure that your My Book Live Duo device is connected to your home's local network and is powered on.
2. Follow the user instructions provided with your media player to proceed through any initial setup or installation of drivers.
3. Using the navigation feature on your player, scan and detect your My Book Live Duo device on your network.
4. Depending on the player you have, you may need to access a Settings/Network Setup page in the user interface to establish connection so that your player can link to your My Book Live Duo device. Please refer to your player's user guide for specific instructions.

DLNA Devices

See specific DLNA media device user manuals for instructions on connecting a DLNA device to your local area network so you can access content on the My Book Live Duo device. Go to *http://www.dlna.org* for a list of DLNA-certified devices and for further information.

Accessing My Book Live Duo Using iTunes

iTunes Overview

You or anyone connected to the My Book Live Duo device can use iTunes to play stored music files. This service creates a virtual music library on the device and treats it as an iTunes repository, making it possible to stream music files from the My Book Live Duo device to Windows or Mac computers running iTunes.

Note: ITunes 10.4 or later only supports music files. See Knowledge Base Answer ID 8412 for additional information on ITunes supported versions.

The iTunes Media Server supports the following file types:

- AAC
- MP3
- WAV
- MPEG-4

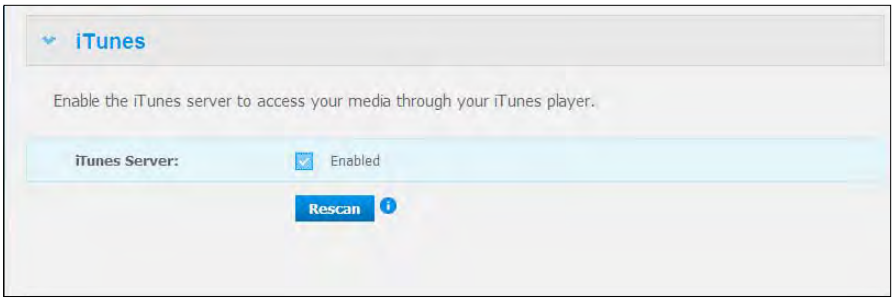
Note: iSTunes scans any shares that have the Media Serving setting enabled, including the Public share by default.

See Knowledge Base Answer ID 8665 for additional information on ITunes Server supported media types.

To enable iTunes:

1. On the Navigation panel of the My Book Live Duo dashboard, click **Settings,** and then click the **Media** tab.

2. Click the **>** beside **iTunes** to expand the iTunes section of the page:



3. To enable iTunes to access your music files through your iTunes player, click the **Enable** check box. iTunes is enabled by default.
4. Click the **Rescan** button to update your media files. When the "iTunes rescan has been initiated" message displays, click the **Close** button.

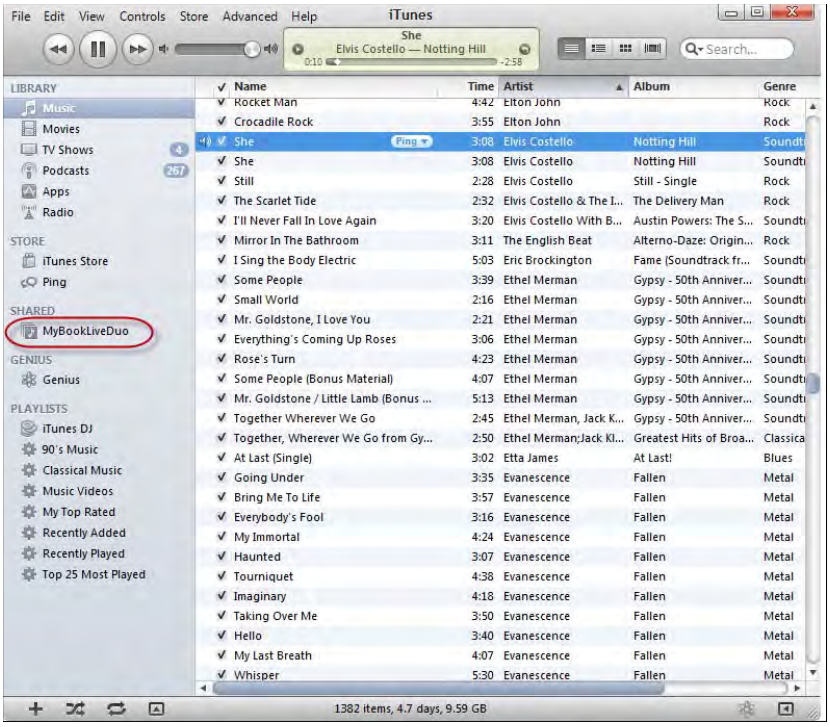
Storing Content

You can drag and drop media files into the corresponding folders in the Public share (e.g., music files into the My Book Live Duos'/Public/Shared Music' default folder).

Streaming Media in iTunes

iTunes is enabled by default in the dashboard. See "Media Server Settings" on page 70 for more information.

1. Launch iTunes on your computer.
2. Click **MyBookLiveDuo** under the Shared section of the left pane. If you have copied music to the /Public/Shared Music folder or a video to/Public/Shared Videos, and it is in a format supported by iTunes, it should be listed in the right pane:



3. Double-click a media file to play it.

13

Connecting a USB Hard Drive

Connecting a USB Hard Drive Overview
Connecting A USB Drive
Mapping A USB Drive (Windows Only)
Creating a Shortcut to the USB Drive (Windows only)

Connecting a USB Hard Drive Overview

When you attach a USB drive to the My Book Live Duo device, you turn it into a network drive. Now the USB drive has the following capabilities:

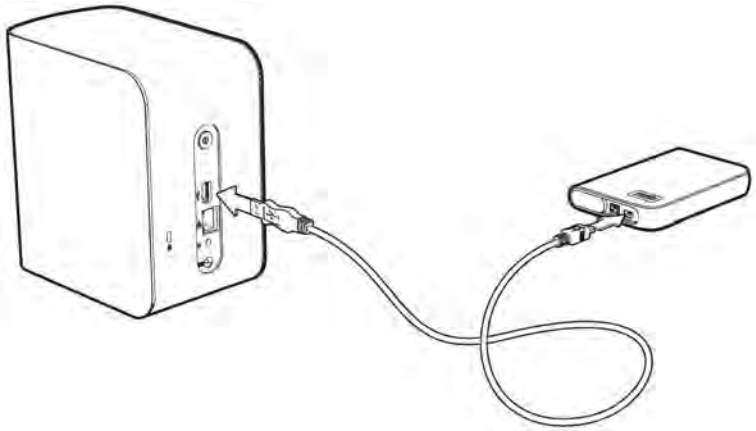
- When you connect an external USB drive such as a WD Passport, a memory stick, or a camera to the My Book Live Duo device, you can access it with Windows Explorer or Mac Finder.
- The USB drive can serve as a target for backups in WD SmartWare, Windows, or Time Machine.
- The option to map the drive as a user share drive.
- If a WD external drive has been locked, when it is attached to the My Book Live Duo device, it maintains that security and can be unlocked or relocked using the Dashboard.
- You can attach a powered USB hub to the external USB port and attach up to seven USB devices to the hub.

Connecting A USB Drive

Connect a USB hard drive to the USB port on the rear of your My Book Live Duo device for additional storage. The USB drive appears as a share on the My Book Live Duo dashboard. (See“Managing Shares” on page 81.)

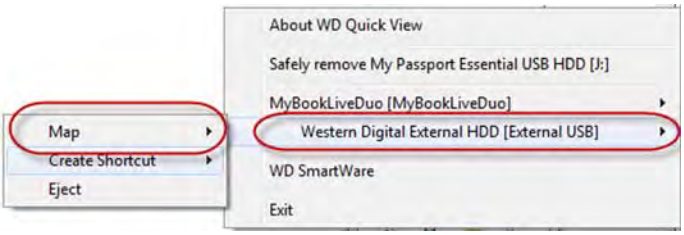
The My Book Live Duo device supports the following formats for externally attached USB drives:

- FAT32
- NTFS (read and write capability)
- HFS+J
- Linux Ext2, Ext3/Ext4
- XFS

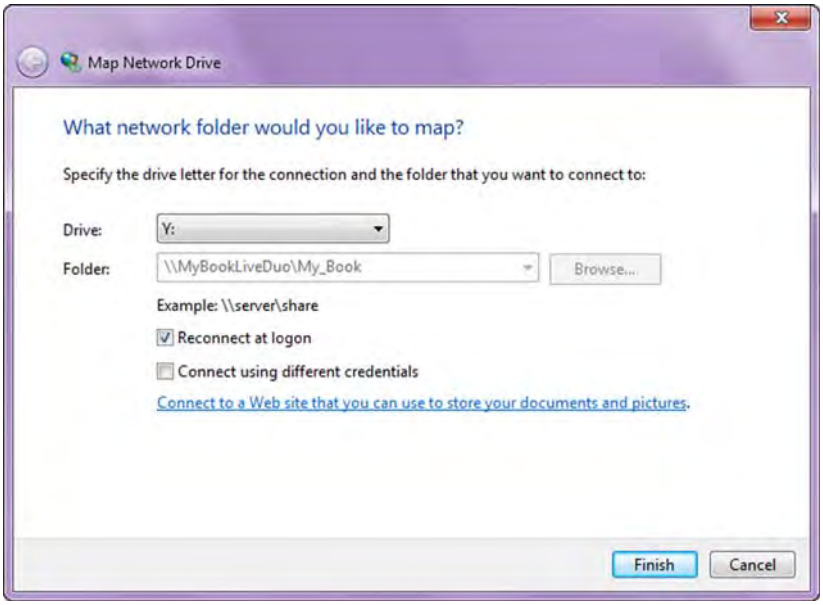


Mapping A USB Drive (Windows Only)

1. Right- or left-click the WD Quick View icon in the system tray to display a menu.
2. Move the pointer over or click to select your USB drive and display a submenu:



3. Select **Map [USB name]** on the WD Quick View submenu. The Map Network Drive screen displays:



4. Select the desired letter from the Drive drop-down list.
5. Click the **Finish** button.

Note: When Windows attempts to reconnect a Mapped Network Drive after a restart, the “Unable to reconnect mapped network drives” error may appear. This can occur if the username and password of the My Book Live Duo drive do not match the current Window's username and password information.

During the automatic reconnection process, Windows may attempt to send the current Windows username and password instead of the My Book Live Duo device username and password specified during setup. Attempting to open the mapped network drive prompts a new login window. Enter the My Book Live Duo device username and password to reconnect the share, allowing it to be accessible again (until the next reboot). For more information on this problem, see Knowledge Base Answer ID 6745.

Creating a Shortcut to the USB Drive (Windows only)

Select **Create Shortcut** on the WD Quick View submenu for your USB Drive. An icon representing the USB drive displays on the desktop.

14

Replacing a Drive

The My Book Live Duo device is a limited user-serviceable product that allows for replacing the hard drives in the enclosure.

Important: Only WD large capacity hard drive assemblies can be inserted into the My Book Live Duo drive enclosure. Visit *http://support.wdc.com* and search the Knowledge Base Answer 8644 for detailed instructions on obtaining a replacement drive for this product. Use only WD hard drive assemblies or your warranty will be voided.

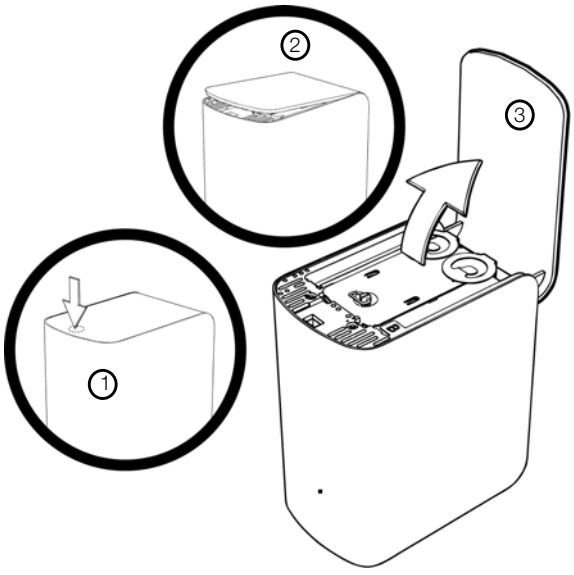
If the LEDs on the unit are flashing or you have received an alert, the network drive may be faulty. To determine which drive is faulty, do the following:

1. On the dashboard's navigation panel, click **Settings**, then click the **Storage** tab. Review Drive A and Drive B to determine which drive is faulty.
2. If one of the drives has Failed or Storage Failed?, and note the letter of the drive (for example, Drive A).

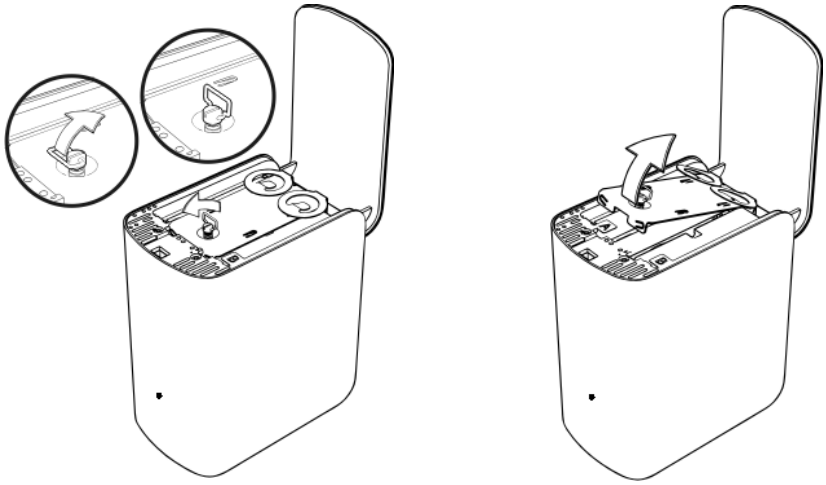
In the event a fault occurs and you would like to service the device yourself, visit WD Technical Support at *http://support.wdc.com* and search the Knowledge Base Answer ID 8644 for detailed instructions on obtaining a replacement drive. When contacting Technical Support, have the following items ready: The My Book Live Duo device serial number, date of purchase, and the serial number of the internal hard drive(s) requiring replacement. Once you have received the replacement drive(s), follow the steps below to replace the faulty drive.

Important: To avoid electrostatic discharge (ESD) problems, ground yourself by touching metal before handling the device.

1. Before getting started, power off the unit and disconnect all of its cables.
2. Place the unit on a clean and stable surface.
3. Using your thumb, firmly push down on the top front panel of the unit to release the latch and open the cover.

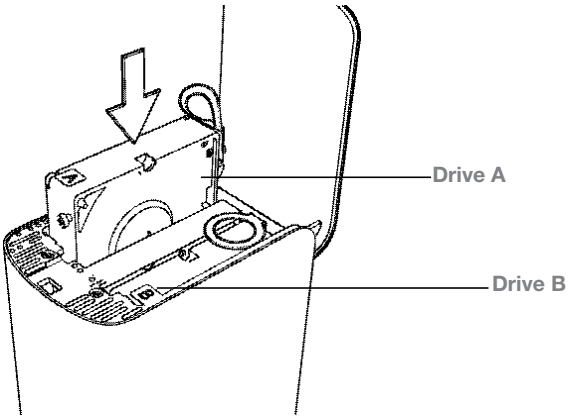


4. Loosen the thumbscrew that secures the drive cover plate. Remove the drive cover plate and set aside.



Note: Each drive is designated A or B by a color coded decal.

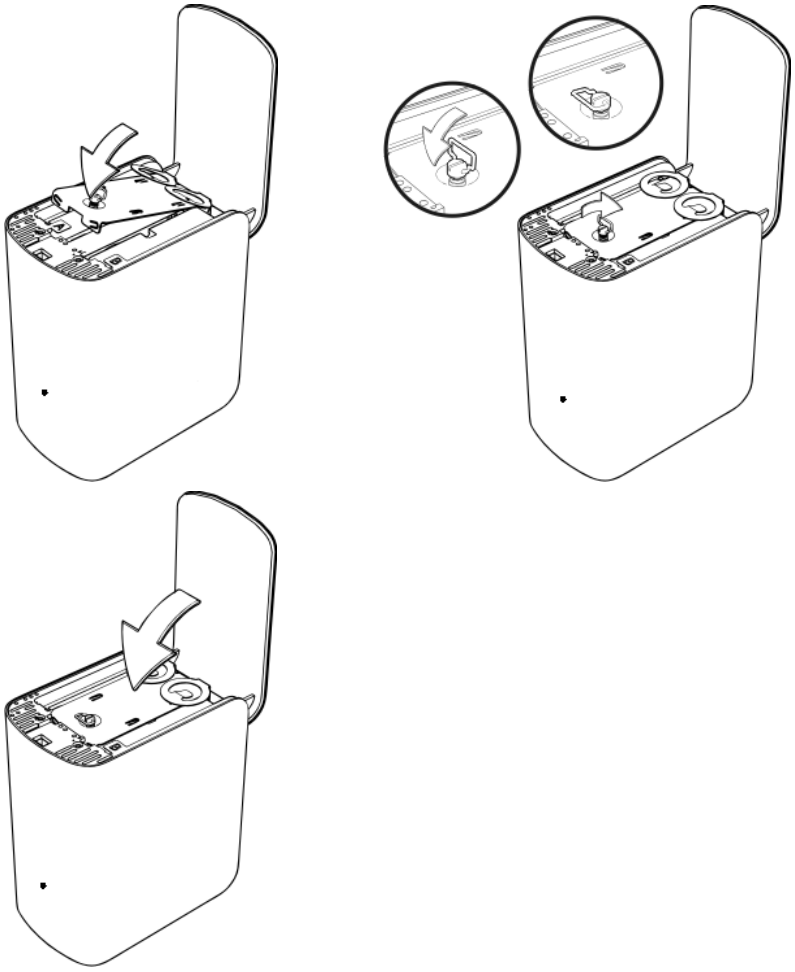
5. Locate the drive label that corresponds with the one on the dashboard **Storage** tab.
6. Using the pull tab, carefully and slowly pull the drive out of the enclosure.
7. Remove the screw and pull tab from drive and set the drive aside.
8. Screw the pull tab into your replacement drive.
9. Gently slide the replacement drive assembly into the drive slot until is fully inserted.



10. Replace the cover plate and secure it with the thumbscrew.

Note: Do not over-tighten the thumbscrew.

11. Close the door and firmly push in until it locks into place.



12. Reconnect all of the cables for the device.
13. The drive starts the rebuild process automatically. The RAID rebuild may take up to 15 hours depending on drive capacity and activity, but typically will complete in 7 to 12 hours. Allow the RAID rebuild to complete.

Important: Do not attempt to use the device during the rebuild process.

14. Once the RAID rebuild is complete, the LEDs will glow steadily to indicate power-on state.
15. Return the replacement drive following the instructions provided in Knowledge Base Answer ID 8.

Important: Do not disassemble the internal drive and attached assembly components. Return the entire internal drive assembly intact to WD.

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Troubleshooting

First Steps Checklist
Resetting the My Book Live Duo Device
Specific Problems and Corrective Actions

For any issue, first ensure that you are using the latest firmware for the My Book Live Duo device. See “Updates” on page 61 for update instructions.

First Steps Checklist

- Is the power supply plugged in to the wall outlet and the drive?
- Are all cables correctly connected and secured?
- Is the status indicator green? If not, refer to “Checking the Front Panel LED” on page 12.

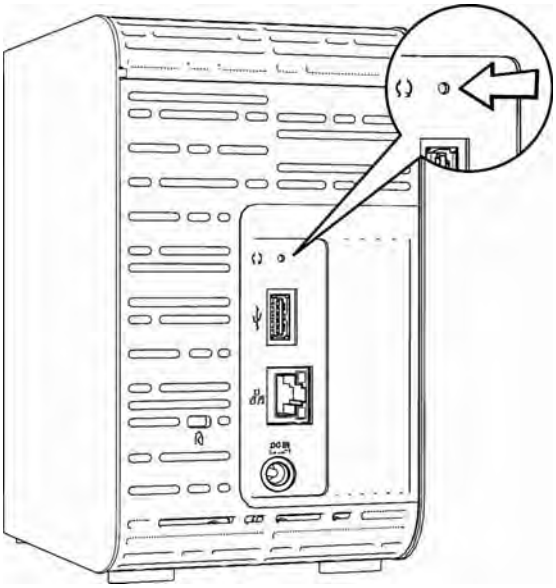
Resetting the My Book Live Duo Device

If you have set a password or a static IP address on the My Book Live Duo dashboard and have forgotten it, pressing the reset button while the device is powered up resets the password to the default value of none and to default IP settings. Resetting does not erase your files.

Follow the instructions below to reset the device using the reset button:

WARNING!	Do not move the unit while it is turned on. If you do not have access to the back of the unit, unplug the drive from the power source, turn the drive around so you do have access, and then plug the drive in again.

1. With the device powered on, insert a paperclip or narrow tipped pen into the reset button slot on the back of the unit:



2. Press and hold down the reset button for four seconds. The device reboots (this may take up to three minutes).

Specific Problems and Corrective Actions

The following contains specific problems that may arise during the use of the My Book Live Duo device. Possible solutions are listed for each problem.

LEDs do not light up.

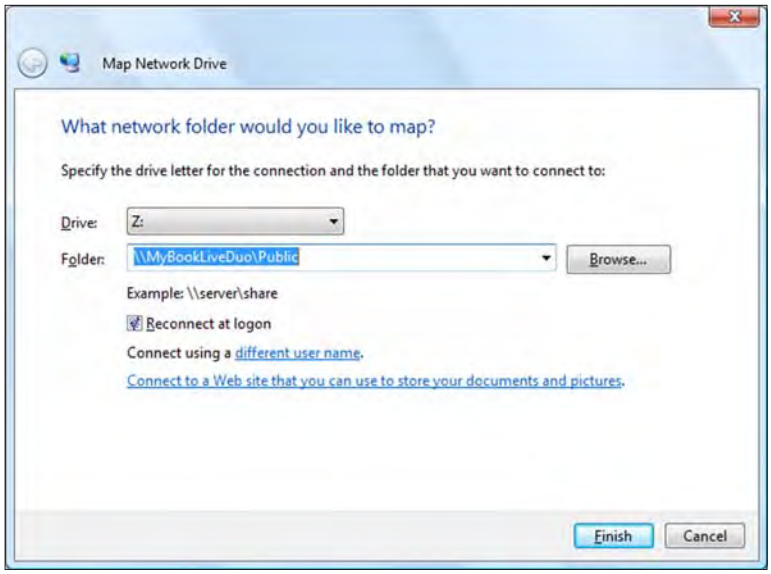
- Make sure the power cord is connected correctly.
- Make sure that the wall outlet has power. Test it by plugging in another device.

The My Book Live Duo front panel light is yellow and the unit's Network Adapter LEDs do not light.

1. Confirm the network cable is properly connected to the My Book Live Duo device and the network switch or router.
2. Make sure the network switch or router has power.
3. Use a different network cable and port on the network switch or router. Temporarily swapping the My Book Live Duo's cable port with a working network device may identify any failing cables and ports.

My router has failed. How do you manually map the drive letter?

1. Connect the device directly to the computer's Ethernet port.
2. Click **Start> (My) Computer**.
3. Click **My Network Places** (Windows XP) or **Network** (Windows Vista/Windows 7).
4. On the Tools menu, select **Map Network Drive**.
5. Leave the drive set to the default letter.
6. In the Folder drop-down list, select **\\device name\public**:



7. Click the **Finish** button.
8. Go back to the opening window of (My) Computer to view the Public folder of your device under Network Drives.

Setup or WD SmartWare is unable to detect a My Book Live Duo.

If Setup or WD SmartWare is unable to detect a My Book Live Duo device, then certain network protocols may be blocked on the network or the computer. In those cases, the My Book Live Duo device is available through a direct IP or network name connection. For example, you can open the My Book Live Duo dashboard using *http://<device IP address>/* or *http://mybookliveduo/*.

- If the computer is on a wireless network, connect using an a Ethernet cable and try again.
- Temporarily disable any computer firewalls or security software and retry.
- Check your local router for any firewalls or security software. If present, please check your router documentation on temporarily disabling the software or configuring the software to allow UPnP or UDP traffic.

Important: Disabling your firewalls or security software may leave you vulnerable to security threats on your computer. Remember to restore your firewall/security settings after you perform the above steps.

I am unable to play music, videos and/or view pictures through my digital media adapter.

- There are many kinds of file formats for pictures, videos and music, your particular digital media adapter may not support a format to play or display it. Depending on the digital media adapter device that you have (for example, Xbox 360 or PlayStation 3), you may need to update your device to support the media format that you want to play. Refer to your digital media adapter's user manual for further information.
- Make sure the share containing your media content is enabled to serve that type of media. See "Creating a New Share" on page 82.

I am having trouble safely shutting down the My Book Live Duo?

If you are unable to shut down the drive using the My Book Live Duo dashboard or the WD Quick View icon, check the LED on the front of the drive to make sure it is not blinking. Blinking indicates that the unit is processing information (for example, backing up or transferring files).

If the LED is blinking green, data is being read from or written to the drive. Follow these steps:

1. If possible, wait for the LED to stop blinking.
2. Double-check every computer on the network to ensure no files are open or transfers are in progress.
3. Disconnect the Ethernet cable.
4. Wait 60 seconds.
5. Unplug the power cable.

I am having trouble safely shutting down the My Book Live Duo? (continued)

If the LED is solid green (indicating the drive is idle) or blue (indicating the drive is on standby), the drive is ready to shut down.

1. Disconnect the Ethernet cable.
2. Unplug the power cable.
   - If the LED is white (may look somewhat violet), the firmware is being updated. DO NOT ALLOW POWER TO BE LOST TO YOUR DEVICE as this could corrupt the firmware in the drive and cause data loss. Loss of power may also cause the device to become unaccessible.
   - If the LED is any other color, wait for it to turn green. If it does not turn green, consult “Checking the Front Panel LED” on page 12.

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Regulatory and Warranty Information

Regulatory Compliance
Warranty Information (All Regions Except Australia/New Zealand)
Warranty Information (Australia/New Zealand only)

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

The following booklet, prepared by the Federal Communications Commission, may be helpful: *How to Identify and Resolve Radio/TV Interference Problems*. This booklet is Stock No. 004-000-00345-4 available from the US Government Printing Office, Washington, DC 20402.

The provided Ethernet cable must be used between the unit and network connection to comply with FCC Part 15 Class B and EN-55022 Class B.

ICES/NMB-003 Compliance

Cet appareil de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1 : Sûreté d'équipement de technologie de l'information.

This product is intended to be supplied by a listed limited power source, double insulated, or direct plug-in power unit marked “Class 2.”

CE Compliance for Europe

Verified to comply with EN55022 for RF emission; EN-55024 for Generic Immunity, as applicable; and EN-60950 for Safety.

GS Mark (Germany only)

Machine noise - regulation 3. GPSGV: Unless declared otherwise, the highest level of sound pressure from this product is 70db(A) or less, per EN ISO 7779. Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

KC Notice (Republic of Korea only)

기종별	사용자 안내문
B 급기기 (가정용방송통신기자재)	이기기는가정용(B 급) 전자파적합기기로서주로가정에서사용하는것을목적으로하며, 모든지역에서사용할수있습니다

Class B Device 1 Please note that this device has been approved for non-business purposes and may be used in any environment, including residential areas.

Environmental Compliance (China)

部件编号	铅 (Pb)	水银 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴联苯醚 (PBDE)
PCBA	○	○	○	○	○	○
大写	○	○	○	○	○	○
小写	○	○	○	○	○	○
光管	○	○	○	○	○	○
螺钉	○	○	○	○	○	○
橡胶垫	○	○	○	○	○	○
电源	×	○	○	○	○	○
电缆	○	○	○	○	○	○

○：表示该部件中不包含相应的物质或者含量没有超出 SJ/T 11363-2006 规定中同类物质的最大允许水平。

×：表示该部件中对应物质的含量超出 SJ/T 11363-2006 规定的限量要求。

Warranty Information (All Regions Except Australia/New Zealand)

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support Web site at *http://support.wdc.com* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *http://support.wdc.com*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 2 years in the North, South and Central America region, 2 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *http://support.wdc.com*), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product with an equivalent or better Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty Information (Australia/New Zealand only)

For consumers purchasing products in Australia and New Zealand, please refer to this warranty information.

Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply.

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specifications. The term of your warranty is 3 years in Australia and New Zealand, unless otherwise required by law. The term of your warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller. Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. Warranty service will not be provided unless the Product is returned to an authorized distributor, authorized reseller or regional WD return center where the Product was first shipped by WD. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was (i) not purchased from an authorized distributor or authorized reseller, (ii) not used in accordance with WD specifications and instructions, (iii) not used for its intended function, or (iv) stolen from WD, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at http://support.wdc.com), accident or mishandling while in the possession of someone other than WD.

PRODUCTS ARE COMPLEX AND FRAGILE ITEMS THAT MAY OCCASSIONALY FAIL DUE TO (A) EXTERNAL CAUSES, INCLUDING WITHOUT LIMITATION, MISHANDLING, EXPOSURE TO HEAT, COLD, AND HUMIDITY, AND POWER FAILURES, OR (B) INTERNAL FAULTS. SUCH FAILURES CAN RESULT IN THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA. NOTE THAT YOU SHALL BE RESPONSIBLE FOR THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA HOWSOEVER CAUSED, AND FOR BACKING UP AND PROTECTING DATA AGAINST LOSS, CORRUPTION, DELETION OR ALTERATION. YOU AGREE TO CONTINUALLY BACK UP ALL DATA ON THE PRODUCT, AND TO COMPLETE A BACKUP PRIOR TO SEEKING ANY GENERAL SERVICE AND TECHNICAL SUPPORT FROM WD.

In Australia, if the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, provided it is fair and reasonable to do so, WD limits its liability to replacement of the Product or supply of equivalent or better Product.

This warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer. This warranty is WD's sole manufacturer's warranty and is applicable only to Products sold as new.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at http://support.wdc.com. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document.

If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at http://support.wdc.com for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product

determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act.

Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via http://support.wdc.com.

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